

PATIENT

ADMINISTRATION

(PAD)



PROCESS

CONDITION - ACTION DIAGRAM

FLOWCHARTS

US Army TRIMIS Agency

WALTER REED ARMY MEDICAL CENTER

Washington, D. C. 20012



October 1976

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These charts were developed as a joint effort of the TRIMIS-Army Patient Administrative team (PAD) who also did the initial analysis of the then existing Patient Administrative Division of Walter Reed Army Medical Center (WRAMC). The complete system charted herein was jointly reviewed by TRIMIS-Army, WRAMC PAD, and the TRIMIS-Navy and Air Force PAD with technical assistance from a system Engineering and Integration Contractor (SE&I). The principal personnel involved in this effort were: LTC Len Harris, MAJ Lloyd Schlaeppi, Mr. Larry Ruh and Mr. Douglas Clowers. The SE&I was IBM Federal Systems Division.

A special thank you also to COL Max E. Hoyt, Chief WRAMC PAD, without whose assistance and cooperation it would have been impossible to complete the analysis.

PURPOSE

The purpose of the Patient Administrative Division (PAD) condition—action flowcharts is to present in easily understandable graphic form the major patient administration processing involved in a military hospital. The Patient Administration Division provides the patient administration portion of health care support in medical treatment facilities.

BACKGROUND

All DOD Medical Treatment Facilities (MTFs) share the common mission of providing quality health care for active duty military personnel, their dependents, retirees, and certain other eligible persons. In support of the mission, it has been recognized that, to effectively control and accomplish the required administrative services for the patient and facility, a separate organization be established to perform the following activities.

- 1. Information Activity
- 2. Patient Registration
- 3. Patient Medical Record Management
- 4. Outpatient Medical Record Finalization
- 5. Inpatient Preadmission/Admission
- 6. Inpatients Administrative Data Acquisition
- 7. Inpatient Disposition
- 8. Inpatient Medical Record Finalization

- 9. Medical Evaluation Board Management
- 10. Medical Service Accounts Support
- 11. Patients Trust Fund Management
- 12. Casualty Section Support
- 13. Birth Reporting
- 14. Line of Duty/Third Party Liability Support
- 15. Administrative Report Generation and Management

The basic processes of Patient Administration have been determined to be fundamentally similar in Army, Navy, and Air Force MTFS. However, operating procedures and methodologies, and the reporting requirements of MTF's vary not only among services but also among MTFs within a single service, the latter primarily due to size variations and the MTF's particular mission.

LIMITATIONS

The reader must not at this time expect to find a hospital Patient Administration Division in which the clerks follow exactly all the procedures described herein. This is because the PAD System charted here includes more capabilities than, and is a superset of, any known system at the time of this writing. The system presented here is, in fact, a technology-independent description of the full TRIMIS PAD System design. In addition, the internal details of routine processes such at production of reports are not presented here, as the conditionaction diagram format is an inappropriate medium for that type of description.

OBJECTIVES

The basic objective of Patient Administration is to provide patient administration service for the hospital and act as custodian of all medical and clinical records of inpatients and outpatients. This includes administratively admitting and discharging patients, and the receipt, review, maintenance, storage, and disposal of medical records. The Patient Administration Division is also responsible for the functions of hospital treasurer; the preparation of medical, statistical, and other reports; and the preparation of claims for medical services obtained by Army military personnel from civilian medical sources.

OVE

offic PAD philosophies, policies, and objectives are outlined under the following requirements headings:

1. Patient Registration

Involves the collection and validation (update) of a prescribed set of core data requisite to patient care in an inpatient or outpatient environment. It is anticipated that a patient will be initially registered the first time he con acts the medical treatment facility and that registration data and his eligibility for care will be checked for validity each time he encounters the facility. Registration establishes the link to identifying all patient records and many hard copy documents and products. The link is "patient identification" (PTID) which consists of patient's name, patient's date of birth, sponsor's social security number, and patient's family member prefix code.

2. Patient Medical Record Management.

Involves all the processes and procedures necessary for the administrative management of all types of patient medical records.

These medical records are:

- Outpatient medical record (including military health record).
- b. Inpatient Chart.
- c. Inpatient Ward Working File.
- d. Clinical Record.
- e. Radiology Image Packets and Sub-Image Packets.
- f. Dental Record.

It is concerned with the activities associated with timely and accurate creation, location, monitoring, and retirement of the paper record.

3. Outpatient Medical Record Finalization.

Is concerned with the monitoring and accomplishment of all activities associated with the "finalization" of all paper and ADP records for all outpatients who have had an encounter at the Medical Treatment Facility. These activities include:

a. Updating of registration data contained in the Patient Directory to conform to the contents of the encounter form or an annotated registration document.

4. Inpatient Preadmission/Admission

Includes the administrative processes necessary to admit or preadmit an inpatient (including newborn) to the MTF. Admission will normally be accomplished at the Central A&D Office (PASC), however, this process can be accomplished by PAD personnel in a decentralized mode on the ward as necessary. The following procedures may be accomplished or initiated as a part of this process:

- a. Determination of Eligibility for Treatment
- b. Automatic generation of register number which is episode-unique
 - c. Activation of the patient's ADP record, if applicable
- d. Production of patient ID products to include: wrist bands, bed cards, Medical Inpatient Treatment Recording Cards (MITRC), room name cards, labels for various administrative and clinical files, and Clinical Record Cover Sheet (CRCS) work copy
- e. Initiation of various forms required as a result of inpatient treatment
 - f. Insure that an admission diagnosis/problem is obtained
- g. Initiation of the various administrative processes associated with the patient's condition at time of admission as necessary
- h. Assistance in ward assignment and update of ward/bed availabilities.
 - i. Notification of appropriate individuals or MTF locations

5. Inpatient Administrative Data Acquisition

Consists of two major areas of inpatient administration.

These are the maintenance of the assigned location within the MTF of all inpatients and the maintenance of accurate administrative data pertaining to those inpatients.

- a. The following activities impact upon the Patient Location Process:
 - 1) Assignment to a Ward/Room/Bed
 - 2) Inter/Intra Ward Transfer
 - 3) Change of Status (In/Out) military patient only
 - b. The following are examples of patient administrative data:
 - 1) Primary Care Provider
 - 2) Primary Health Care Delivery Team
 - 3) Clinical Service
 - 4) Diagnosis(es)
 - 5) Patient Category

6. Inpatient Disposition

Consists of three sub-functions: projected disposition, predisposition, and final disposition.

a. The projected dispostion process applies ony to active duty military patients. It consists of establishing a projected date (month and year), type and "PULHES" profile by the physician for the patient. As a result of the establishment of these items, it is possible for PAD in conjunction with other MTF Sections to begin in

the following processing (if applicable):

- 1) Medical Evaluation Board/Physical Evaluation Board (MEB/PEB) Processing
 - 2) Assignment/Attachment to the MTF
 - 3) Acquiring of Military Personnel Records
 - 4) Reassignment Orders, Transportation
- b. The <u>predisposition process</u> applies to all inpatients. It provides initiation, management, and monitoring of those actions necessary for the final disposition of the patient from the MTF. The physician provides the expected date of disposition, usually 2-3 days in advance, depending on MTF policy. This allows other MTF activities to be accomplished prior to actual disposition and results in the reduction of the length of stay.
- c. The <u>inpatient final disposition process</u> involves the administrative procedures involved with officially dispositioning a patient from an MTF. These procedures include a series of checks to insure that all pending administrative action requiring the patient's retention in the MTF's jurisdiction have been completed and that a care provider has authorized the termination of inpatient care.

7. Inpatient Medical Record Finalization

Is concerned with the monitoring and accomplishment of all activities associated with the "finalization" of all paper and ADP computer records for all inpatients dispositioned from the Medical Treatment Facility. These activities include:

- a. Assembly of the Medical Record
- b. Typing of Narrative Summary and Operation Reports
- c. Individual Patient Data System (IPDS) Data Extract,

Coding, and Analysis

- d. CRCS Production
- e. Record Closeout and Final Review
- $\mbox{f. Filing in MTF Record Library for Subsequent Committee} \\ \mbox{Review and Reference by others} \\$

8. Medical Evaluation Board (MEB) Management

Is concerned with the identification and subsequent monitoring of those patients who are required to have a Medical Evaluation Board.

Once a patient is identified as an MEB case, a physician will convene the board and dictate the proceedings. PAD is responsible for monitoring the progress of the steps in the process including some or all of the following (depending on the case):

- a. Personnel Record Abstract Ordered and Received
- b. MEB Scheduled
- c. MEB Held
- d. MEB Draft Dictation Process
- e. MEB Final Dictation Process
- f. MEB Completed
- g. MEB to Military Personnel or Physical Evaluation Board (PEB)
- h. Returned from PEB

9. Medical Services Account (MSA) Support

Applies to the identification and subsequent maintenance of all pay and reimbursable accounts, generates initial billing and follow-up billing, and furnishes reports required for MSA management in the oupatient/inpatient environment.

An automated bill (MSA-Invoice and Receipt) will be produced on demand at the MSA terminal in order that a pay patient may have the option of paying his current bill while still being treated at the facility or at time of disposition. All other pay patients may be billed through the mail, depending on MTF policy.

Periodic transfer of delinquent accuonts receivable to the servicing Finance and Accounting Office (FAO) will be automatically completed based on an internal suspense system which will also produce follow-up billing. Transfer of accounts to FAO will be made when the account has been determined to be uncollectable (by MTF and/or Military Service policy).

10. Casualty Section Support

Provides the capability to administratively process and manage all inpatients who are classified as seriously ill (SI), very seriously ill (VSI), or special category (SC), and death cases. PAD's official notification of a patient's classification as SI, VSI, or SC or a death originates with a physician. Upon receipt of official notification, PAD will make proper notification to other functional area personnel, produce casualty reports as required by regulation update the appropriate data base elements and maintain a suspense file to monitor casualty processing.

11. Line of Duty (LOD) and Third Party Liability (TPL) Support

a. Line of Duty

Applies to active duty military inpatients and outpatients. It involves the administrative processing, requisite identification, and distribution required to Unit Commanders of personnel who have been treated at an MTF for an injured condition or certain specified disease conditions. Identification is made at the time of admission (for inpatients) and at outpatient medical record finalization.

b. Third Party Liability

Applies to all inpatients and outpatients. It is concerned with the identification of those patients (of any category) treated for an injury in which the government may recover from third parties the reasonable cost associated with the care rendered. Identification is made at the same time as Line of Duty. PAD reviews the circumstances surrounding the case and forwards information on potential cases to the JAG Office for determination. PAD is also responsible for preparing forms containing cost of treatment in those cases in which costs are determined by JAG to be recoverable.

EXPECTED BENEFITS include:

- 1. Improved local control and responsiveness
- 2. Improved patient accounting
- 3. Improved patient and professional satisfaction
- 4. Improved documentation of patient episode/encounter

- 5. Improved maintenance of the medical data base and health care plan.
- 6. Improved monitoring of all actions (and each step of each action) leading toward final disposition of a patient.
 - 7. Improved medical record control.
 - 8. Improved utilization of PAD resources.
 - 9. Improved report generation.

INTERFACES

To perform the above processes and accomplish the basic objectives, the Patient Administration Division must interface with the following internal and external sources:

- 1. Internal (Post, Camp or Station) Interfaces
 - a. The Patient and Family
 - b. Hospital Commander and AOD
 - c. Chief, Professional Services
 - d. Information Desk
 - e. Chaplain
 - f. Red Cross
 - g. Department/Services
 - h. Post Judge Advocate Genera's Office (JAG)
 - i. Post Inspector General's Office (IG)
 - j. Military Patient Personnel

- p. Finance and Accounting
- q. Provost Marshall
- r. Post Locator Service
- s. Medical Holding Company Detachment
- t. Patient's Unit/Commander

2. External Interfaces

a. The White House, Department of State, Department of

Defense, and Congress (Professional/Medical Inquiries)

- b. CHAMPUS Information
- c. ASMRO (Air Evacuation)
- d. National Personnel Record Center
- e. Higher Medical Commands and The Surgeon General's Office
- f. DA Personnel (Adjutant General's Office (AG))
- g. DA Casualty Division
- h. Veterans Administration (VA)
- i. Bureau of Vital Statistics
- j. Department of Epidemiological Services, Bureau of Disease

Control, the Communicable Disease Center, WRAIR, and AFIP

- k. Joint Commission on Accreditation of Hospitals (JCAH)
- 1. The Local Coroner
- m. Outlying Clinics

SUBSYSTEM INTERFACES

There are major interfaces to all other TRIMIS subsystems (except logistics) particularly including the two-way transfer of patient registration (Directory) data. Specifically included are Wards and Clinics (W/C), Patient Appointments (PAS), Dental, Food Service (FS), and various ancillary services.

AMENABILITY TO ADP SUPPORT

The eventual goal is that PAD be an automated system with significant on-line interactive computer support. However, in these flowcharts, the processing is presented only in terms of procedures. Because of this technology-independent approach, the system and the charts are not in any way tied to the use of a computer or any other technology, thus enhancing their usefulness. In fact, if workload and resources allow, any or all features of PAD may be implemented manually by simply following the flowcharts.

CONDITION-ACTION DIAGRAM INTERPRETATION GUIDE

ACTION

When an action circle is encountered, the specified action, procedure, function, or process is to be performed as noted. An action is performed and never has a truth (true or false) value.



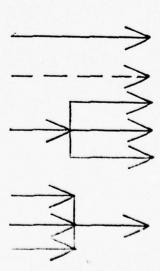
CONDITION

When a condition box is encountered, the specified condition is to be evaluated. If it holds true or succeeds, the following blocks on the diagram are to be executed. If the condition does not hold, then flow along this path of the diagram stops. The flow may, as appropriate, either be permanently blocked or may merely wait at the box pending the successful evaluation of the condition at some later time. A condition always has a truth (true or false) value.



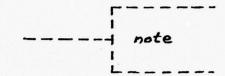
FLOWLINES

Flow proceeds through the diagram along the flowlines. When a flowline splits into multiple lines, all the lines must be followed (perhaps at once). If only one is intended, condition boxes will be used to select the proper line. When flowlines join or reconsolidate into a single line, that line is to be followed regardless of the number of joining lines that were active. Thus there is no waiting at a junction. Control, execution, or interpretation of the diagram is shown by solid flowlines. Data and information, is usually assumed to accompany control, but where necessary for clarity, it is shown, regardless of media, by dashed lines.



NOTE

Clarifying notes, comments, remarks, and other annotation, including references to additional documentation, are enclosed in dashed note boxes and are connected to the annotated structure by dashed lines.



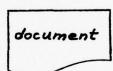
STORAGE

A triangular storage block indicates storage of information or data regardless of the medium of storage. Thus, only dashed data flow lines, not solid control lines, will connect to storage blocks.



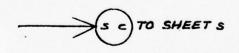
DOCUMENT

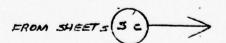
A document symbol represents information or data, regardless of media (it may or may not physically reside on a document). It is used only for clarity, as information such as that contained in the "document" is assumed to always be present along with the control flow. Like the storage symbol, only dashed data lines may connect to a document symbol.



CONNECTOR

A connector circle specifies that the flow continues on another page. An outconnector contains a number, which is the sheet number at which the flow is continued, and a letter, which specifies which in-connector on that sheet is being referenced. The in-connector contains the matching number-letter code. Adjacent to the connectors is a notation as to the sheet and process to or from which the connectors refer.





PROCESS

A striped process circle indicates a process to be performed. It is analagous to a high-level or meta-action. The process referenced will be diagrammed in its own set of condition-action flowcharts which are included in the same packet of flowcharts for reference. After the process is performed, flow resumes.



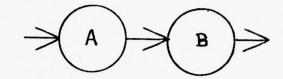
TERMINATOR

The oblong terminator symbol indicates that the current process or sub-process is complete. Normally, upon completion of a process, control returns to the process which invoked it, and resumes where it left off in that process.

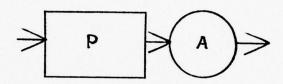


CONDITION-ACTION EXAMPLES

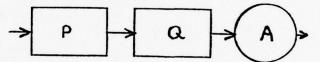
Perform Action A first, then in sequence, perform B.



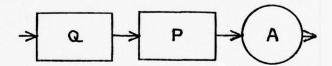
If condition P holds true, then perform Action A. If P does not hold, do not perform A.



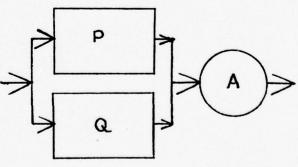
If both condition P and condition Q hold true, then perform A. If either one does not hold, then do not perform A.



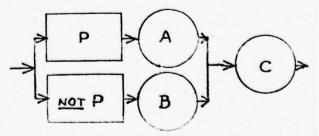
Same function and same net results as above, but evaluated in a different sequence.



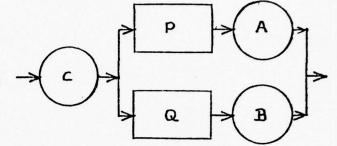
If either condition P holds true, or if condition Q holds true (or both), then perform A. If neither holds true, then do not perform A.



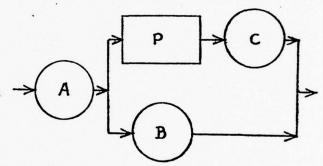
If condition P holds true, then perform Action A but <u>not</u> B. If P does not hold, then perform B but not A. In any case, when done, perform C.



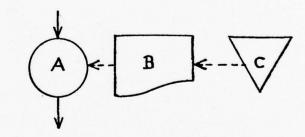
First perform Action C. Then: If condition P holds true, then perform Action A. If condition Q holds true, then perform action B. Note that both P and Q may hold, in which case both A and B will be performed.



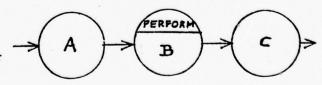
First perform Action A, then (in all cases) perform Action B. Additionally, if condition P holds true, then perform Action C (perhaps at the same time as Action B).



Perform Action A utilizing information contained on the document B which was retrieved from the file C.



First perform Action A. Then perform process B, which is itself flowcharted elsewhere in this set of charts. After B is completed, return to here and perform Action C.



ABBREVIATIONS USED IN PAD CHARTS

A&D Admissions and Dispositions Section

acct account

acknowl acknowledge

adm admission; administration

admin administration

admis admission

ADP Automatic Data Processing (computers)

AFB Air Force Base

AFIP Armed Forces Institute of Pathology

AG Adjutant General

AIREVAC Air Evacuation

AM morning (Latin "ante meridiem")

amt amount

AOD Administrative Officer of the Day

appropriate; appropriation

ASMRO Armed Services Medical Regulating Office

att attendant

auditg auditing

bal balance

balancg balancing

BAMC Brooke Army Medical Center

C/A Collection/Audit

cdr commander

cert certificate

ch chief

CHAMPUS Civilian Health and Medical Program of the Uniformed Services

chf chief

chg change

cite citation; cite

CO Commanding Officer

collect; collection

CONUS Continental United States (the 48 contiguous states)

coord coordinate

copter helicopter

corr correspond; correspondence

CP Care Provider (physician, nurse, dentist, etc.)

CRCS Clinical Record Cover Sheet

ΔT time elapses; elapsed time ("delta tee")

\$'s money

DA Department of the Army

detach detachment

doc document

docu document

DoD Department of Defense

emerg emergent; emergency

EPTS Existing Prior to (military) Service

ETA Estimated Time of Arrival

ETD Estimated Time of Departure

ETS Expiration of Term of (military) Service

evac evacuation

F&A Finance and Accounting

FAO Finance and Accounting Office

FS Food Service

HDQS headquarters

heli helicopter

helipad helicopter landing pad

hist history

hosp hospital

HQS headquarters

HSC US Army Health Services Command

ID identification

idx index

in proc in-processing

info information

INPT inpatient

inv inventory

inv'ory inventory

inven inventory

IPDS Individual Patient Data System

JAG Judge Advocate General

JCAH Joint commission on Accreditation of Hospitals

John Doe (temporarily) unidentified patient

legit legitimite

LOD Line of Duty

log; record on a log

LOG Logistics

MEB Medical Evaluation Board

med medical

MEDEVAC Medical Evacuation

Med Hold Medical Holding Detachment

MHD Medical Holding Detachment

mil military

MITRC Medical Inpatient Treatment Recording Cart

MRT Medical Record Technician

MSA Medical Service Accounts

MTF Medical Treatment Facility (hospital, medical center,

dispensary, health clinic, etc.)

MTRC Medical Treatment Recording Card

nec necessary

NOK Next of Kin

nom nominal

nom idx nominal index (index by name of patients)

notif notify; notificatin

NS OP Narrative Summary Operation

O/P outpatient

off office

ok okay

OR Operating Room

orig original

OTSG US Army Office of the Surgon General

PAD Patient Administration; Patient Administration Division

of an MTF; TRIMIS Patient Administratin Subsystem

partial partial; partially

PAS Patient Appointments System

PASC Patient Administration Service Center

PCS Permanent Change of Station

PEB Physical Evaluation Board

PEBLO PEB Liaison Officer

per personnel

pers personnel

PIO Public Information Office

pnt patient

pre/ad-

mission pre-admission or admission

prep prepare

prev previous

PRN as needed; as required (Latin "pro re nata")

prob problem

proc process; processing

prod product; produce

prof professional

prop property

Pt patient

PTF Patient Trust Fund

PTID Patient Identification

ptn patient

pub public

PULHES physical profile code

recvg receiving

refer'd referred

regis't registered

rep representative

TRIMIS Tri-Service Medical Information System

(the project, the organization, or the ADP system)

VA Veterans Administration

vals valuables

VIP Very Important Person

VSI Very Seriously Ill

w/ with

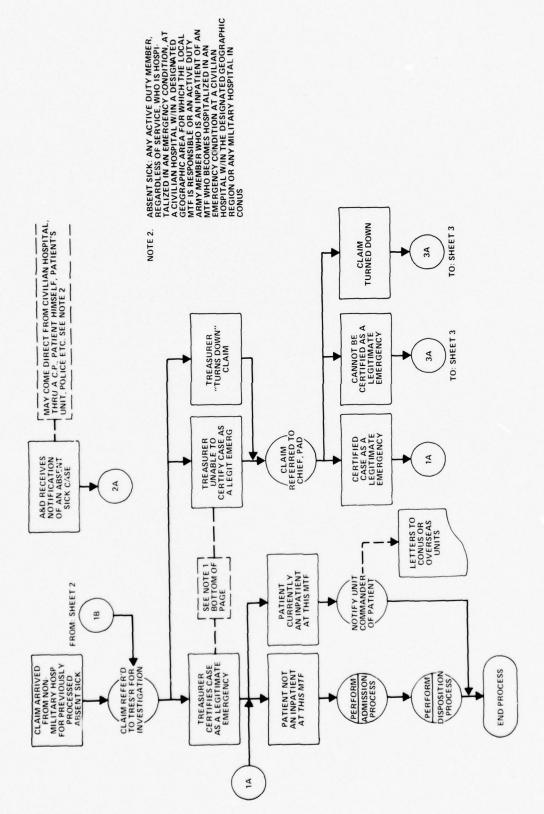
w/draw withdraw

W/€ Wards and Clinics

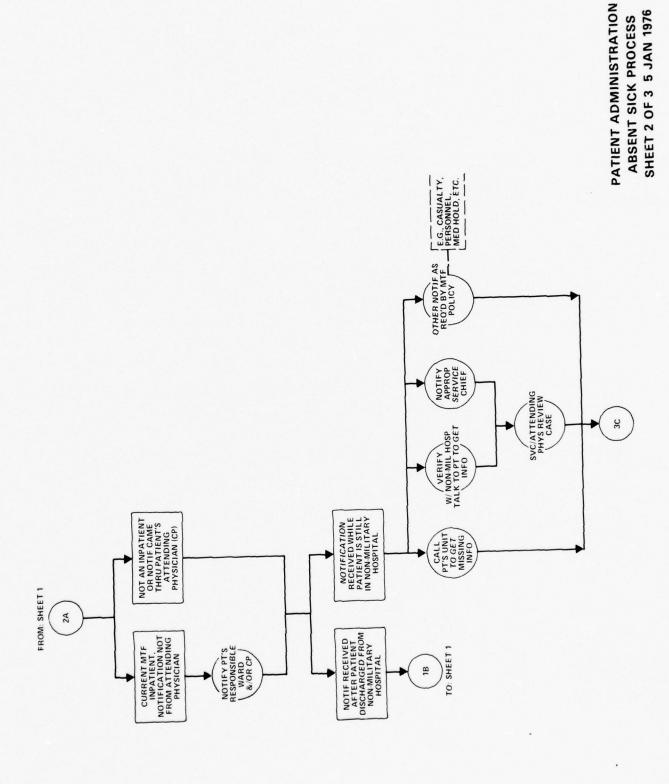
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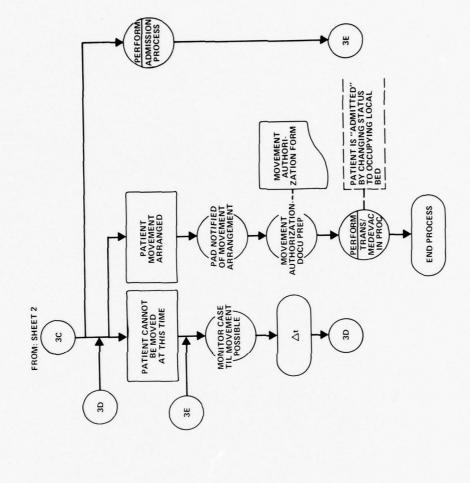
WRAIR Walter Reed Army Institute of Research

WRAMC Walter Reed Army Medical Center



NOTE 1. ABSENT SICK HOSPITALIZATION IS LEGITIMATE ONLY FOR AN ACTIVE DUTY WHO WAS ADMITTED FOR AN ERREGENCY SICKNESS OF INJURY. IN CASES WHERE DOUBT EXISTS AS TO THE EMERGENCY NATURE OF THE ADMISSION, SUCH DOUBT WILL BR RESOLVED JOINTLY BY THE CHIEF, PAD & STAFF PHYSICIANS IF POSSIBLE OR REFERRED TO HIGHER HEADQUARTERS FOR SOLUTION





Δt

CHIEF, PAD REFERS CLAIM TO HIGHER HEADQUARTERS

FROM: SHEET 1

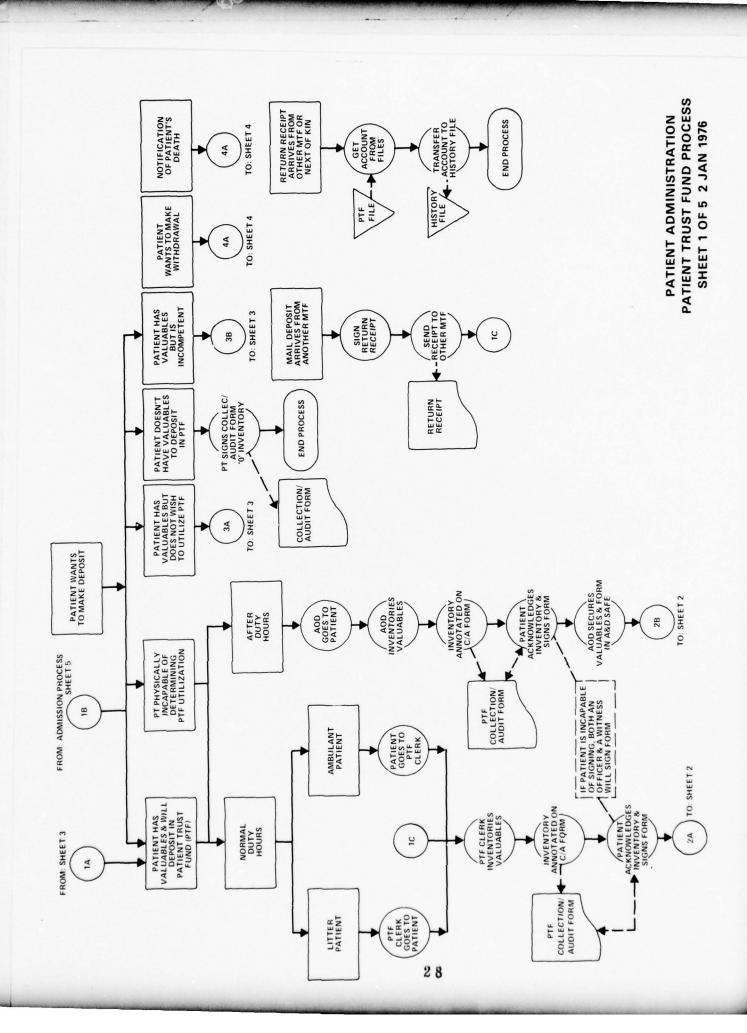
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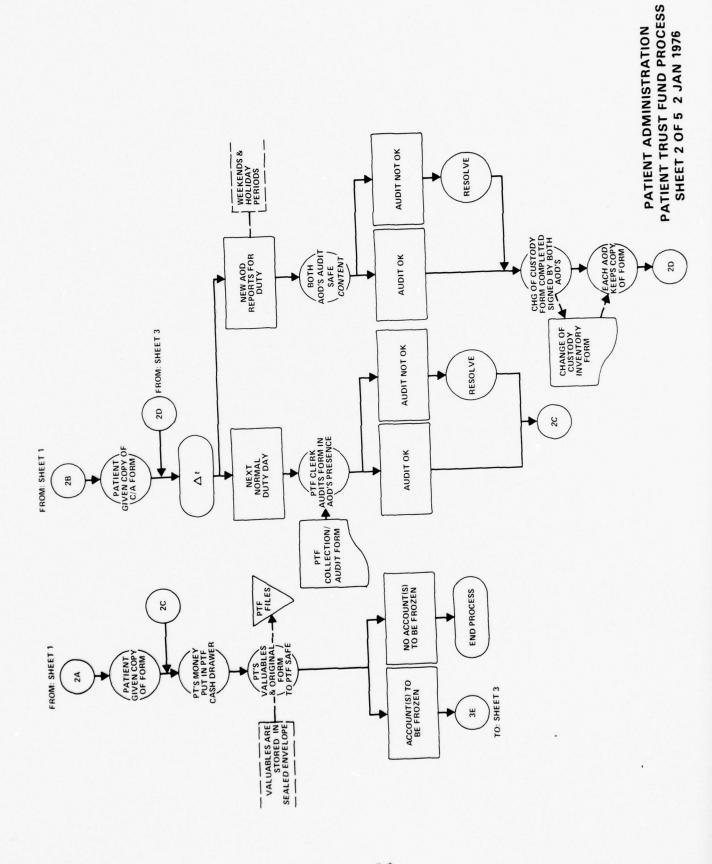
MED CLAIMS, HIGHER HOS REVIEWS CASE & DECIDES HIGHER HEADQUARTERS DENIES CLAIM

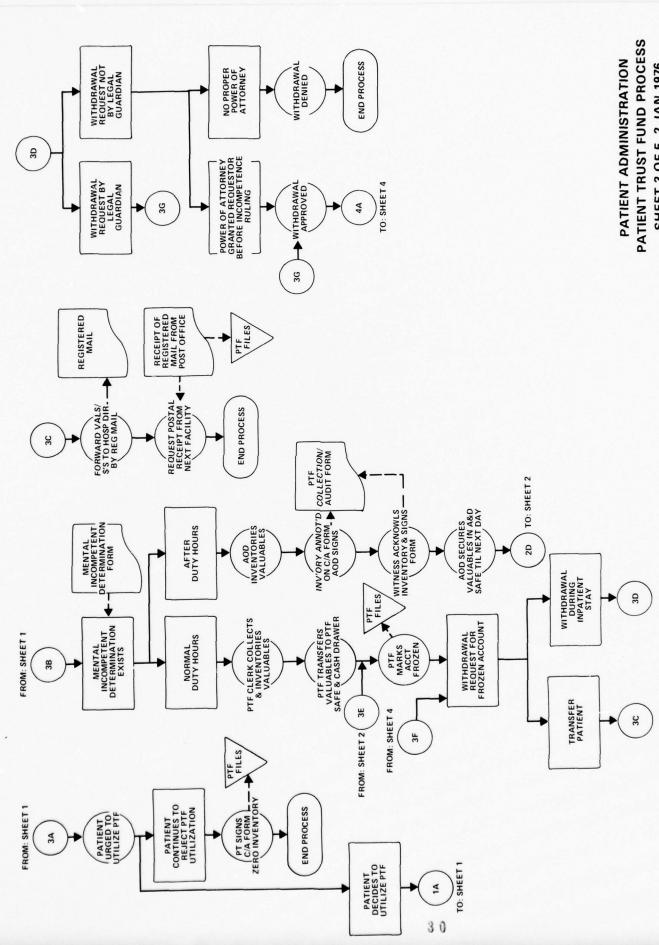
HIGHER HOS CERTIFIES CASE AS LEGITIMATE EMERGENCY PAD NOTIFIES PT OF DECISION

4

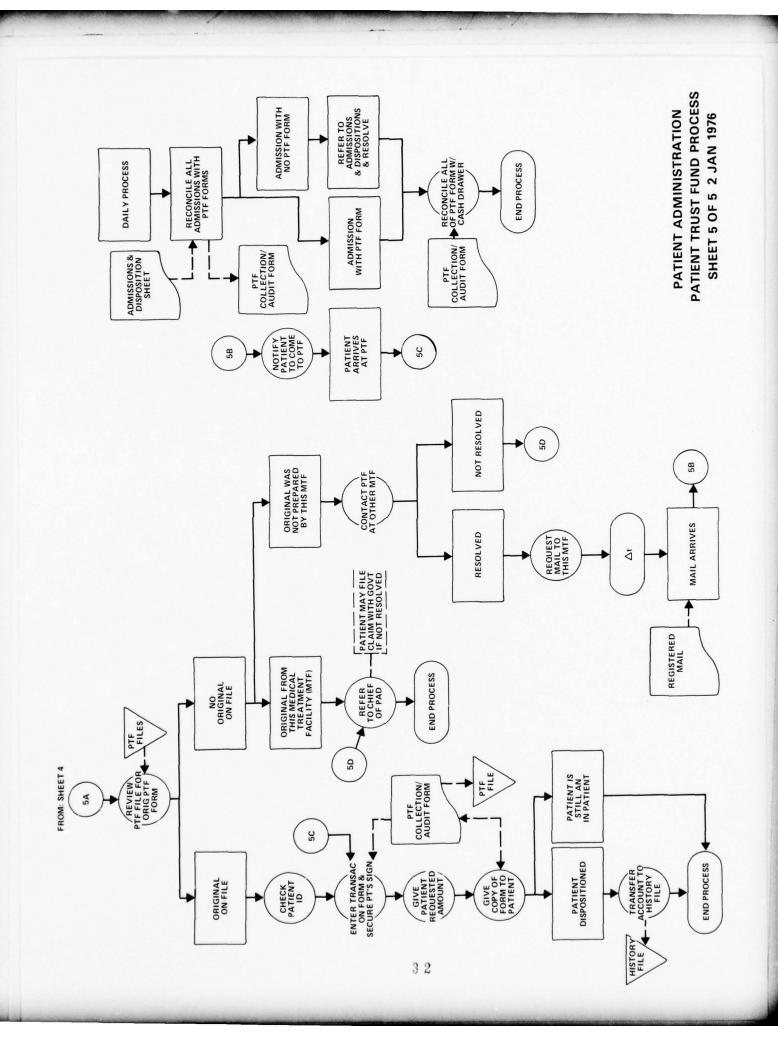
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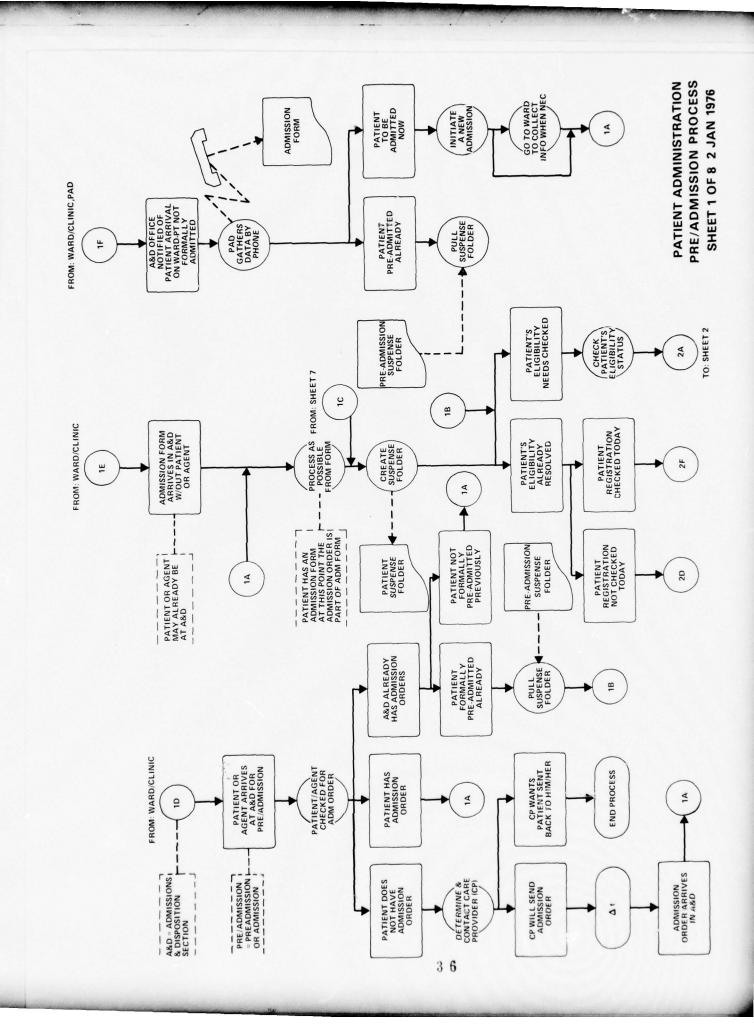
SHEET 3 OF 5 2 JAN 1976

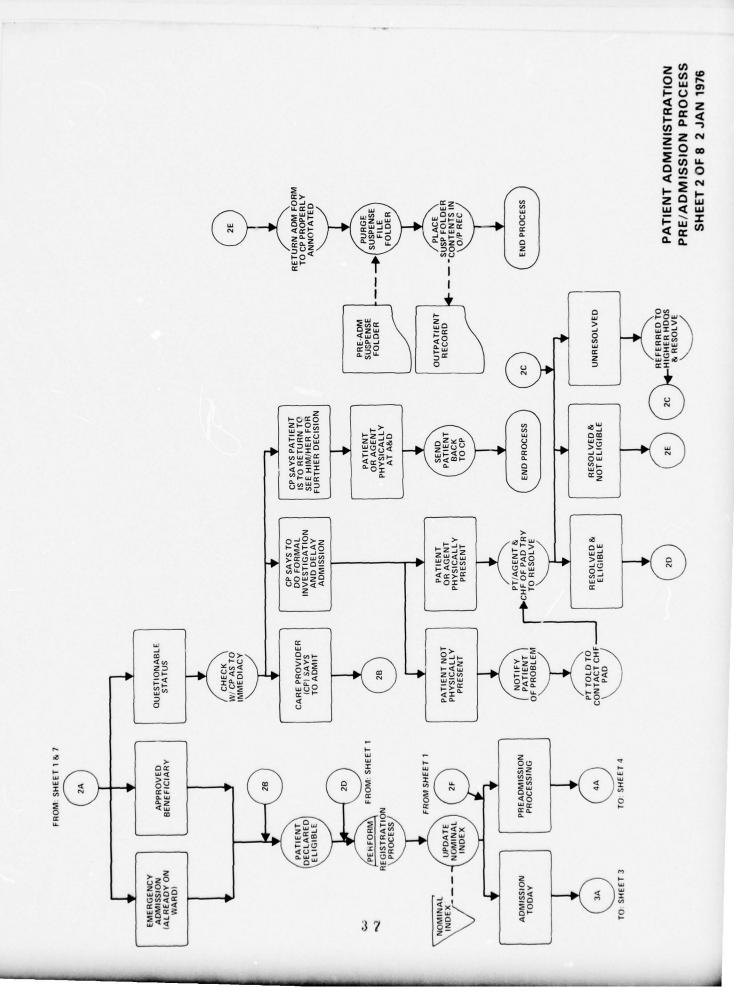


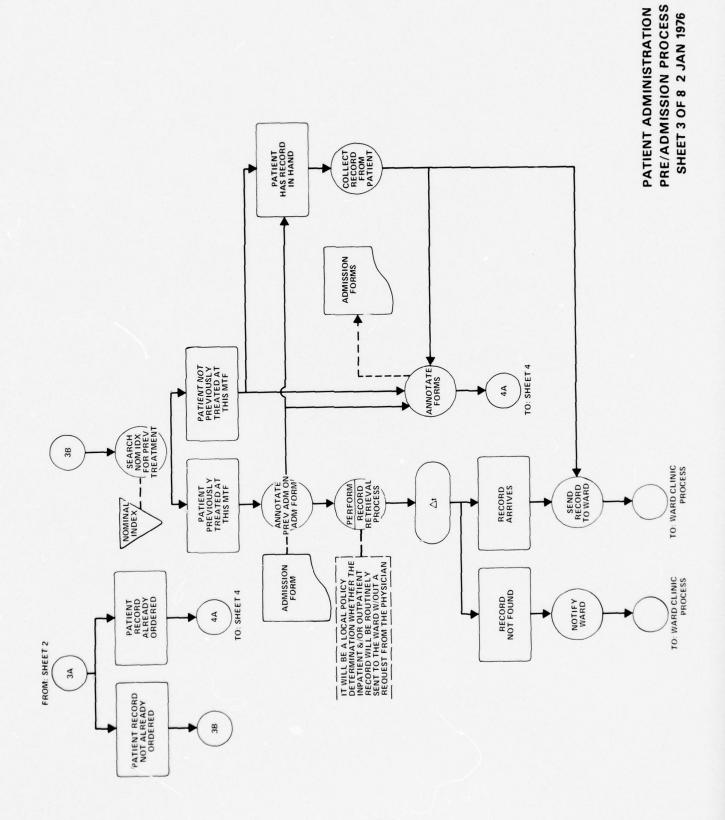
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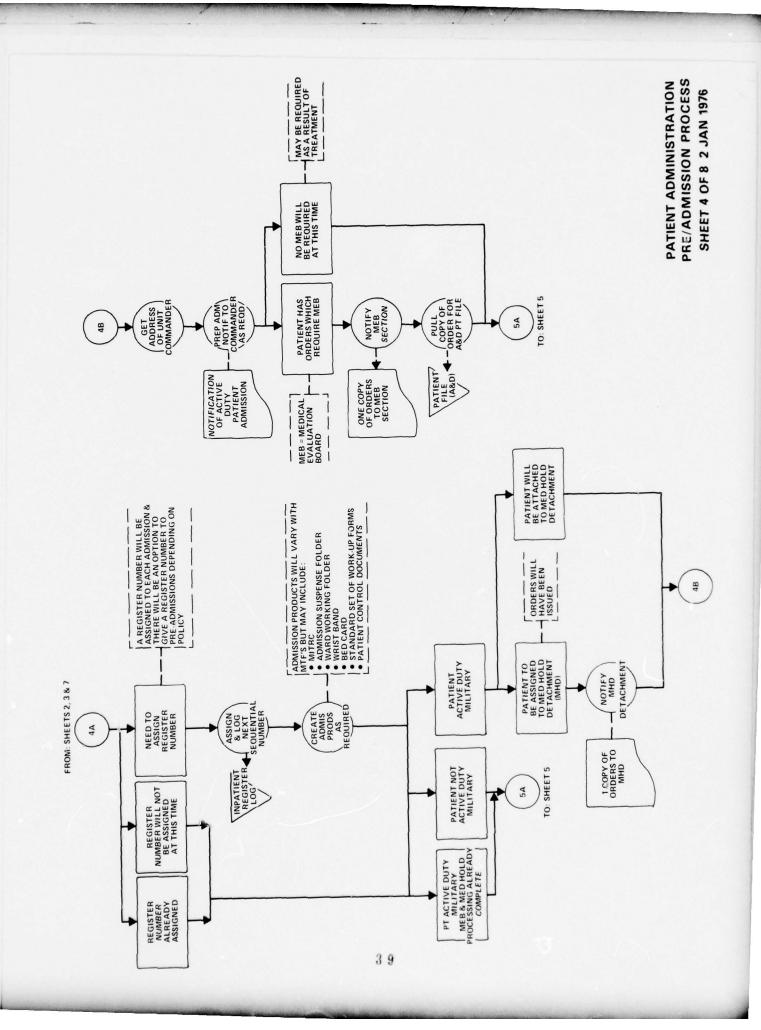
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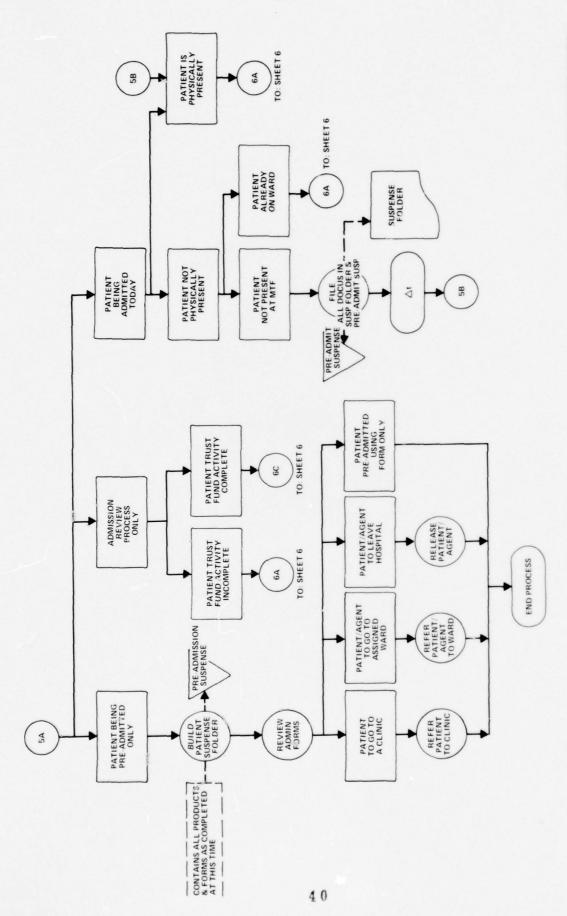
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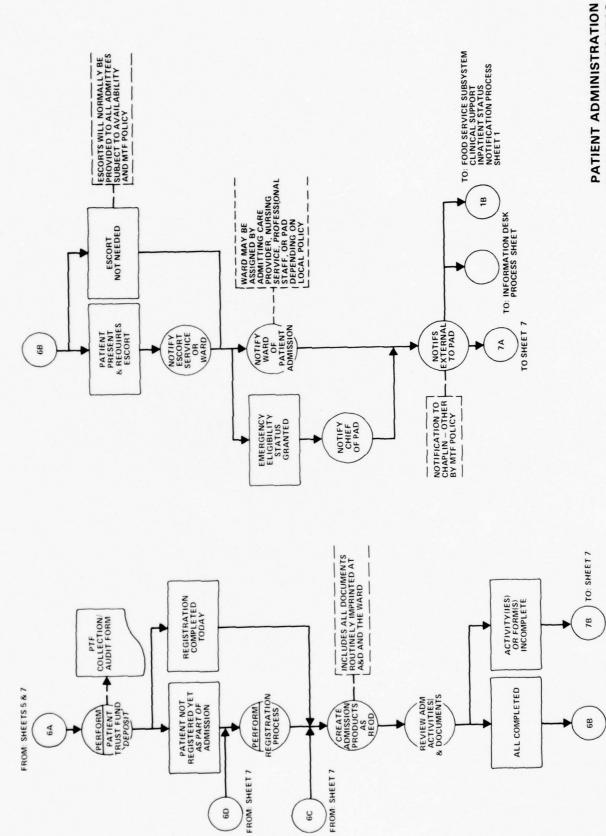




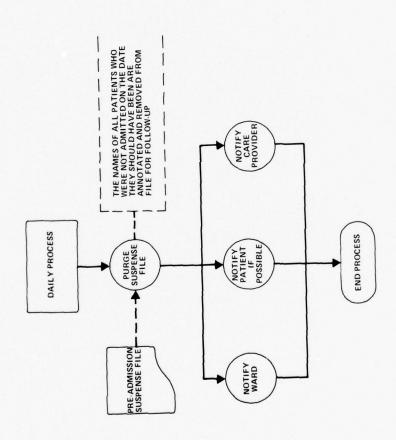


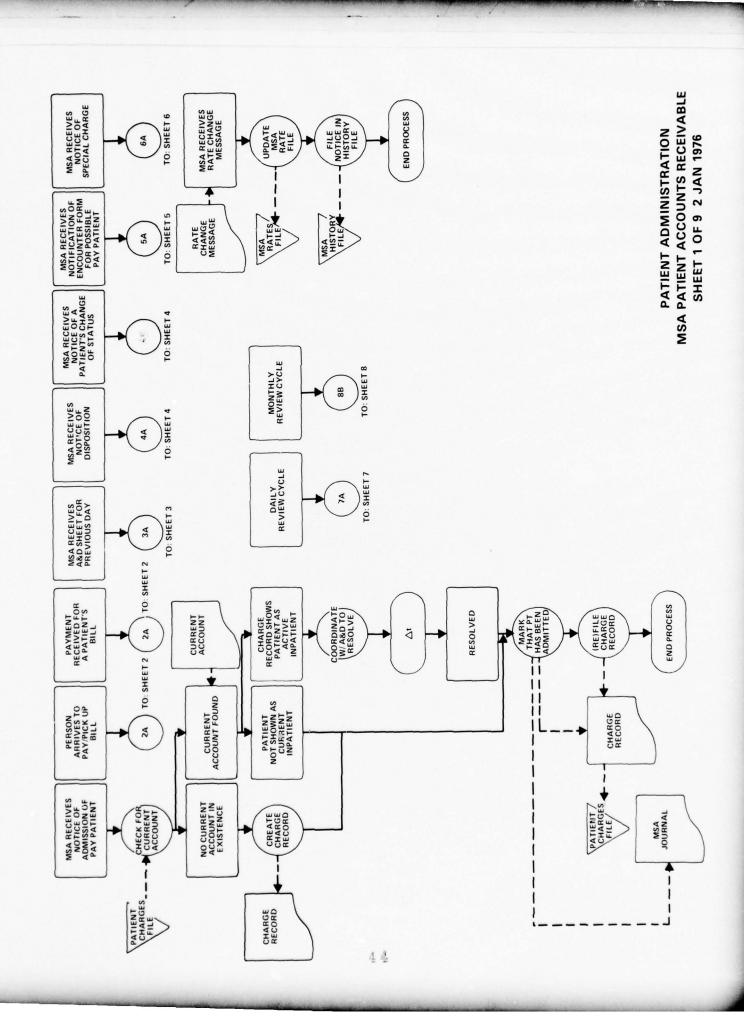


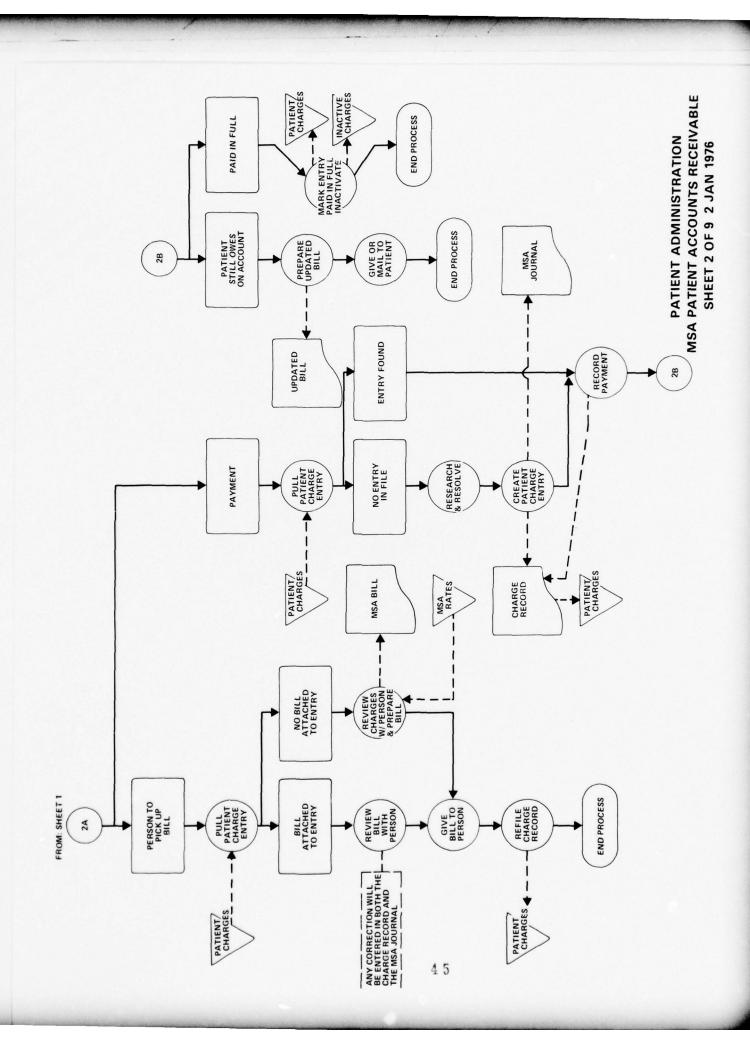
PATIENT ADMINISTRATION PRE/ADMISSION PROCESS SHEET 5 OF 8 2 JAN 1976

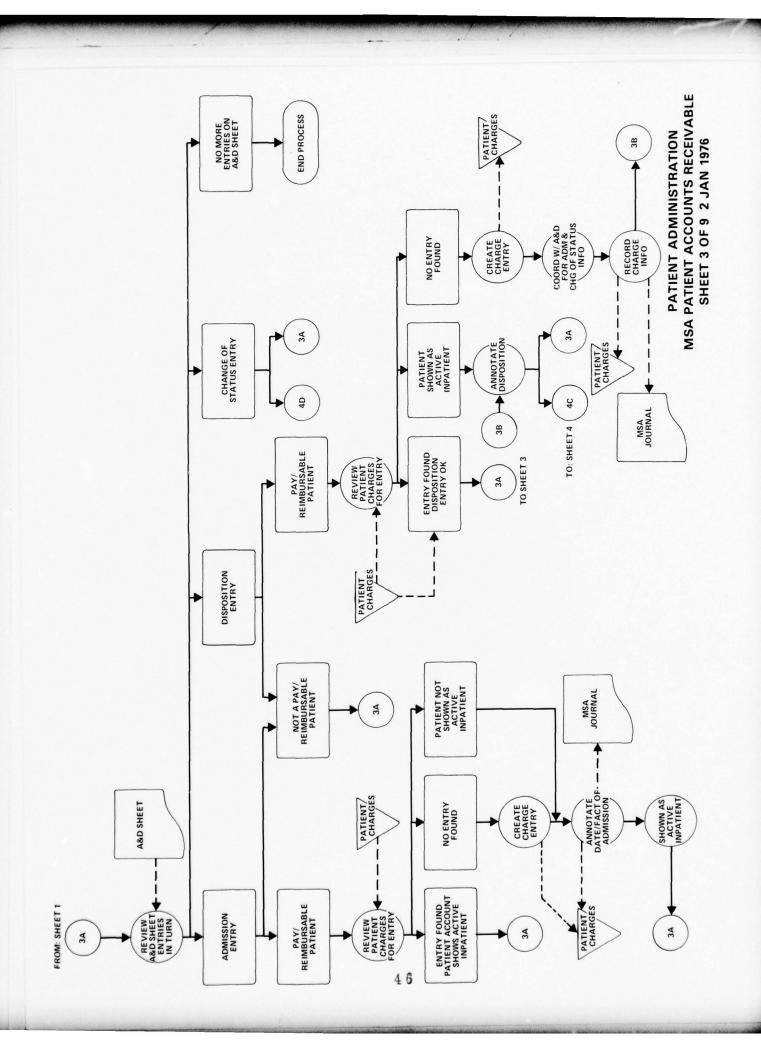


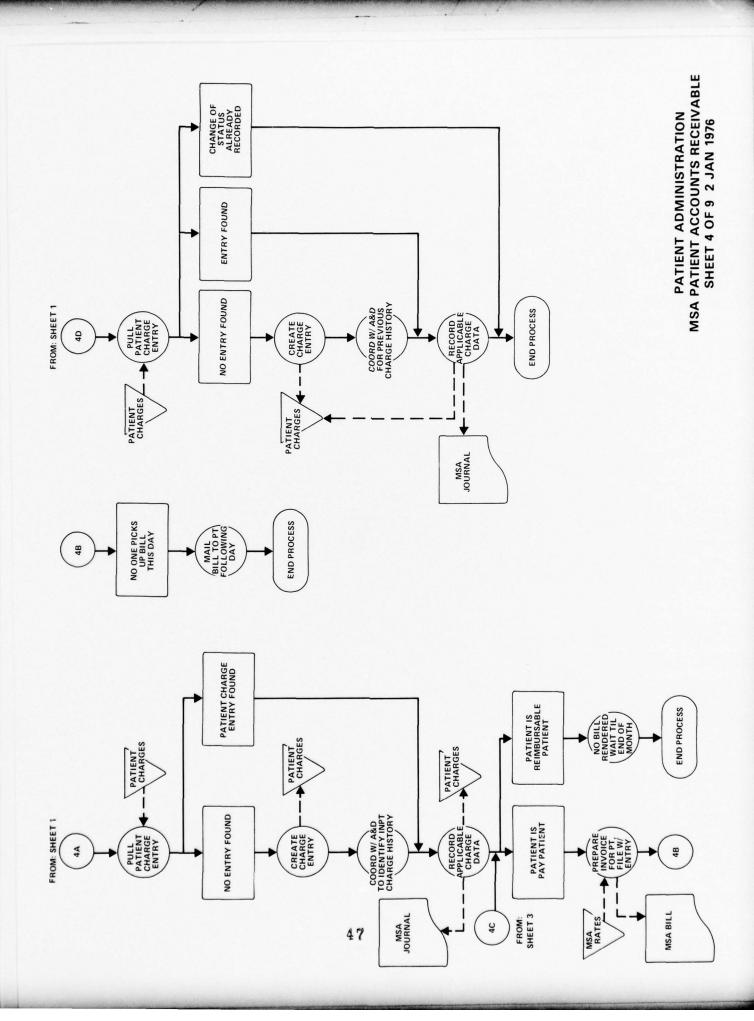
PATIENT ADMINISTRATION PRE/ADMISSION PROCESS SHEET 7 OF 8 2 JAN 1976

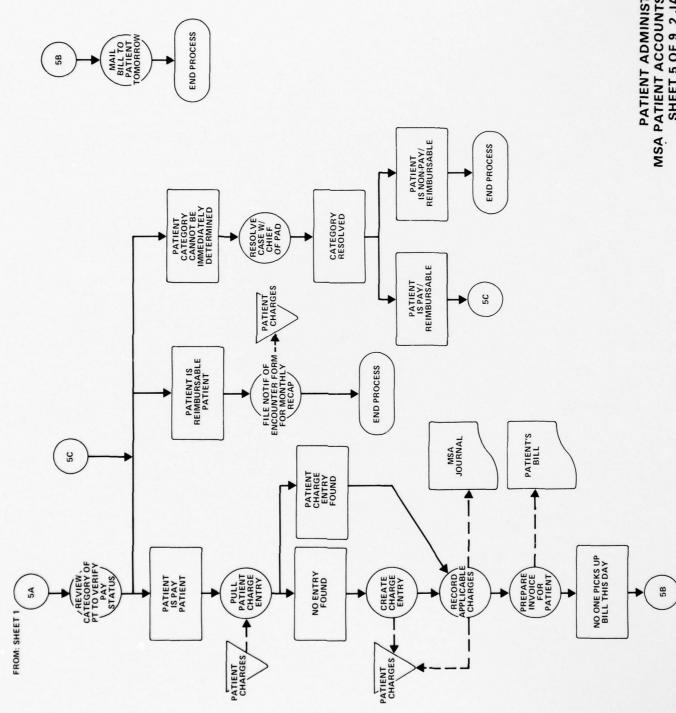


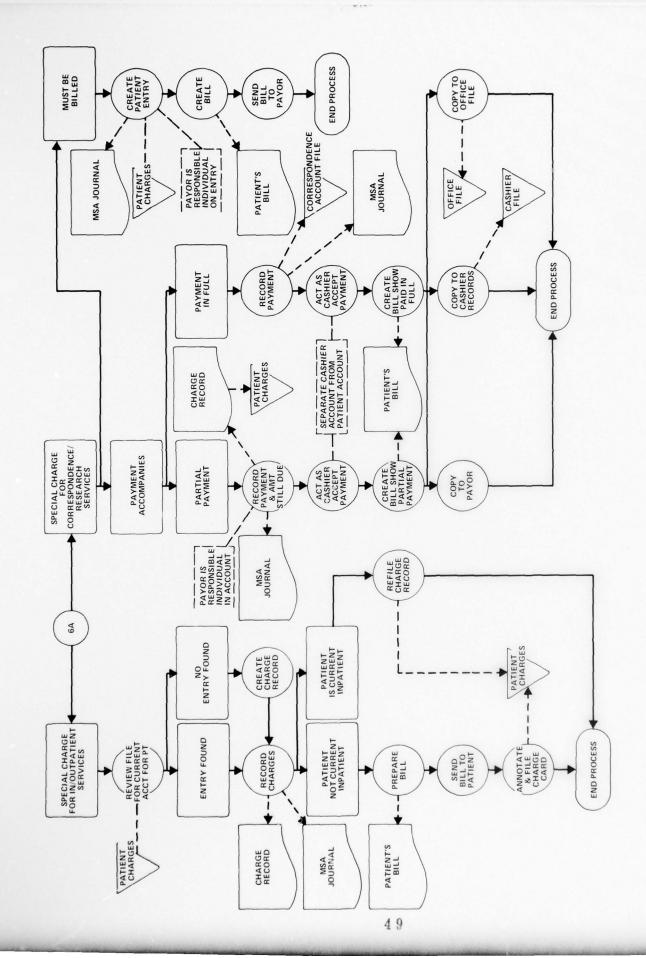


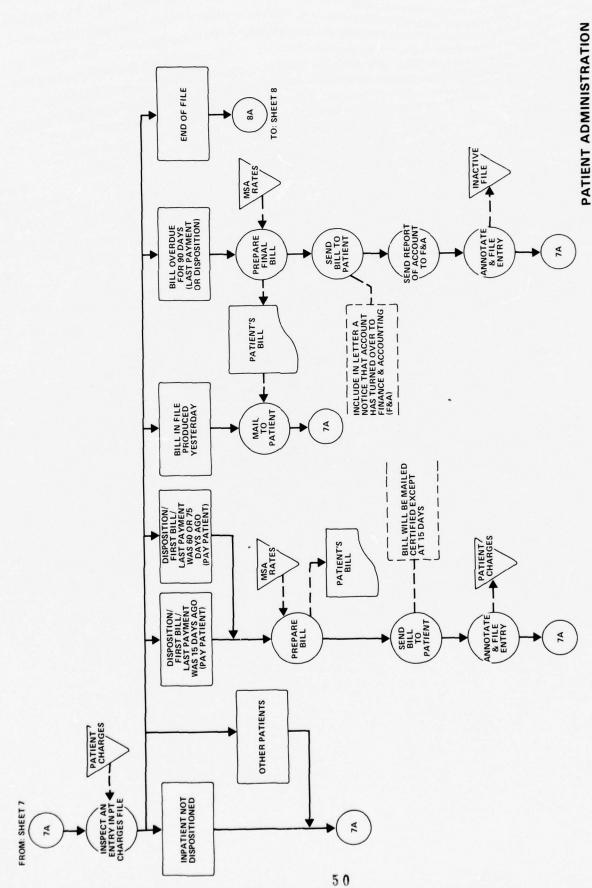




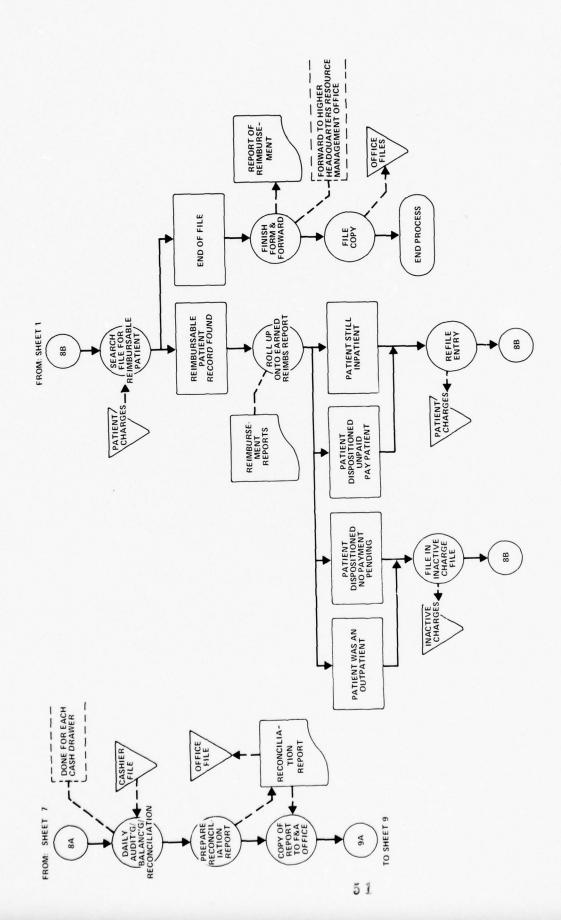






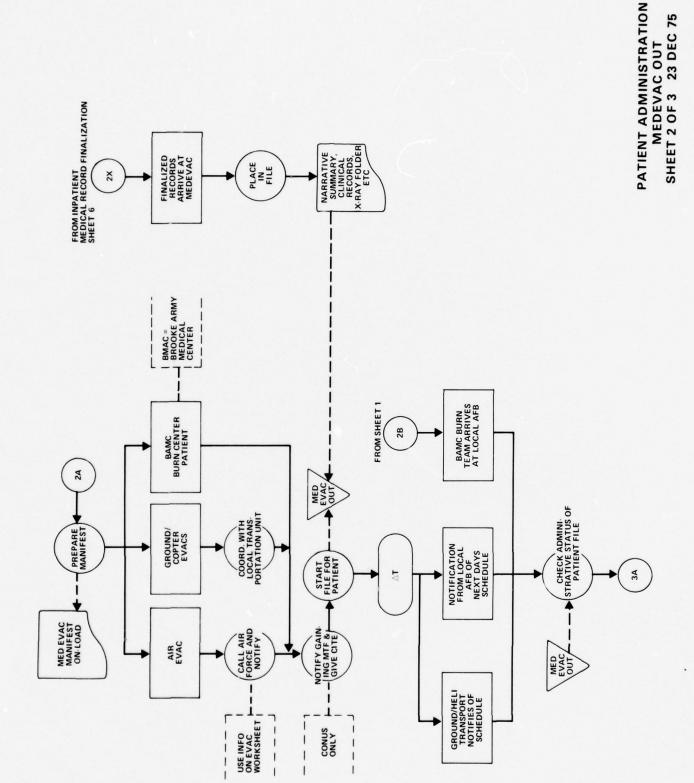


PATIENT ADMINISTRATION
MSA ACCOUNTS RECEIVABLE
SHEET 7 OF 9 2 JAN 1976



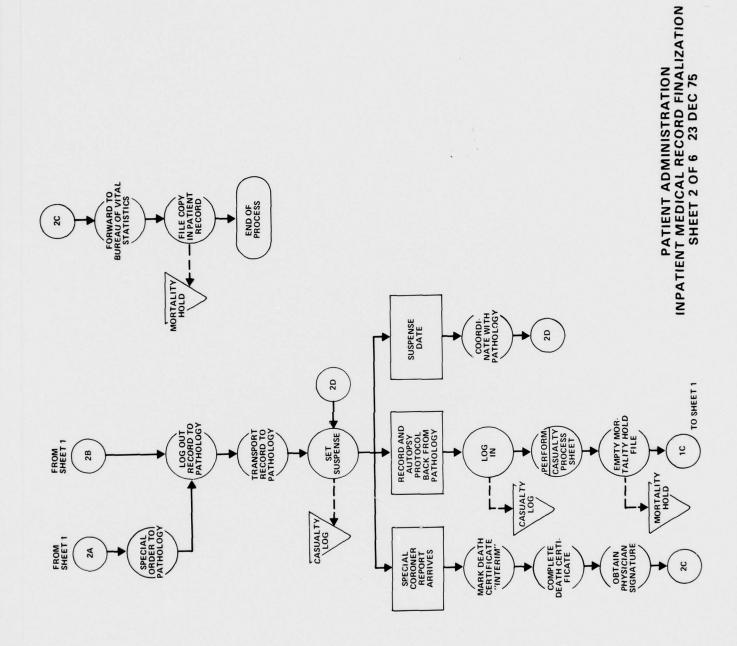
SHEET 9 OF 9 2 JAN 1976

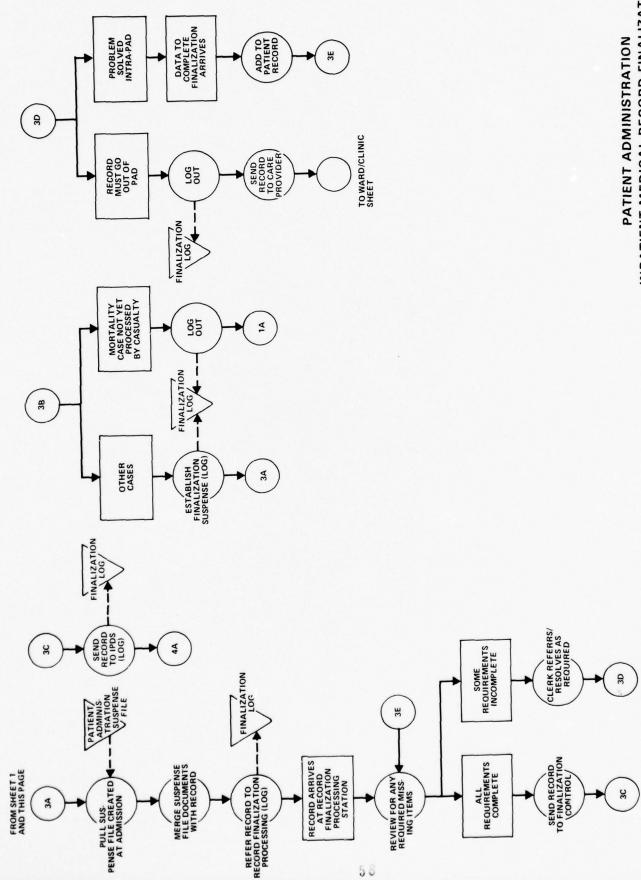
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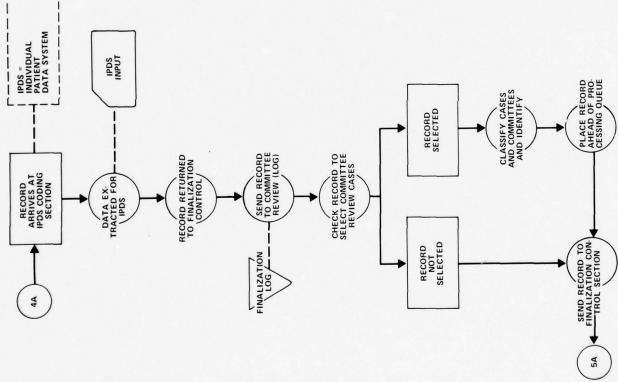


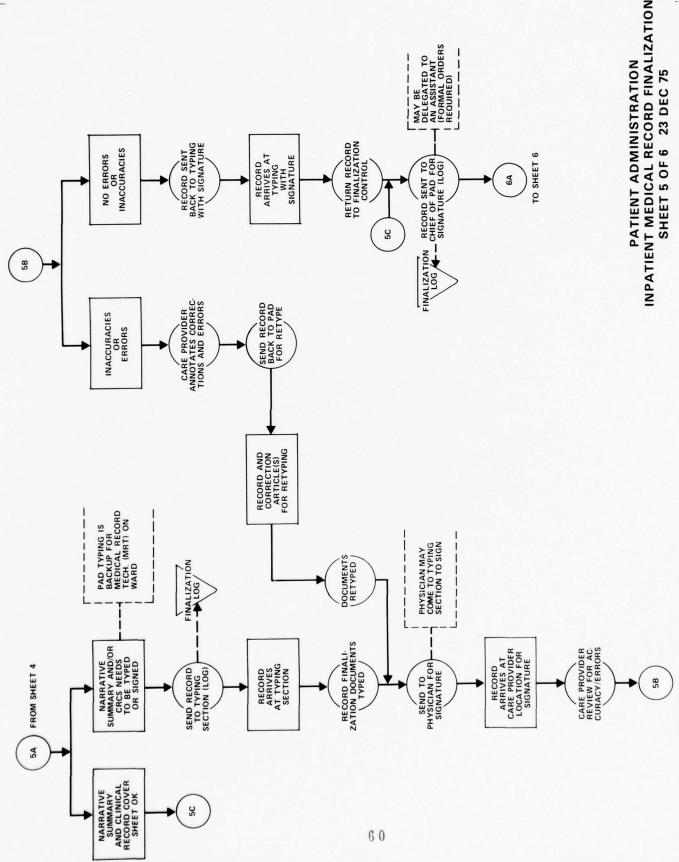
PATIENT ADMINISTRATION
MEDEVAC OUT
SHEET 3 OF 3 23 DEC 75

THINGS
PATIENT
CARRIED—
R. RECORDS,
ETC

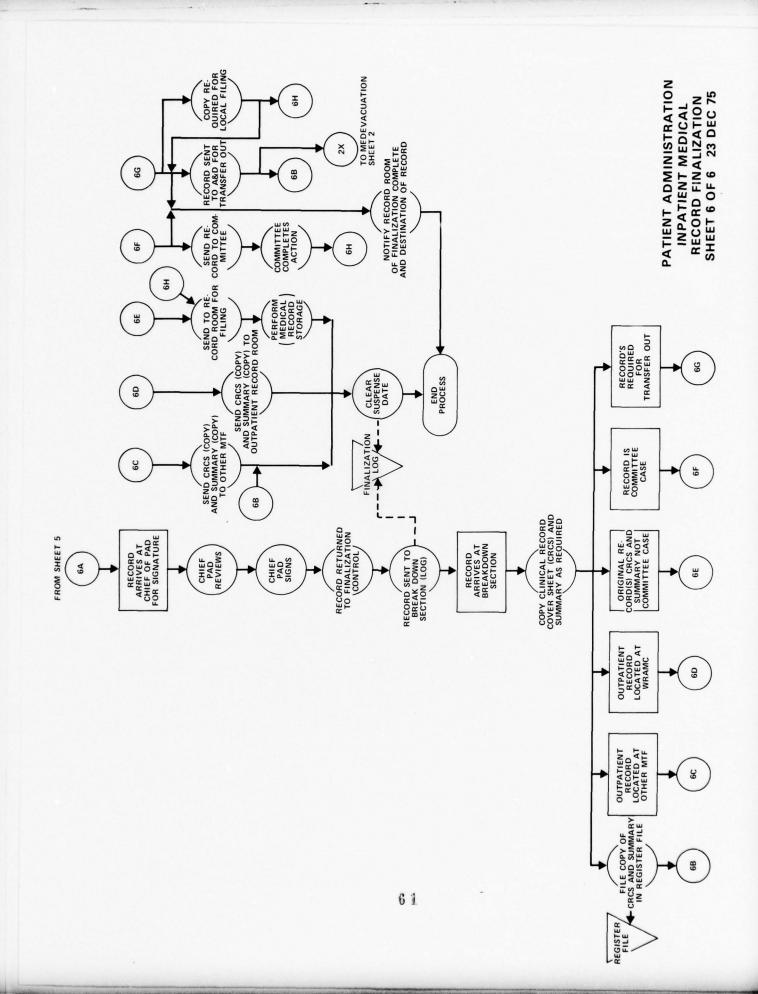




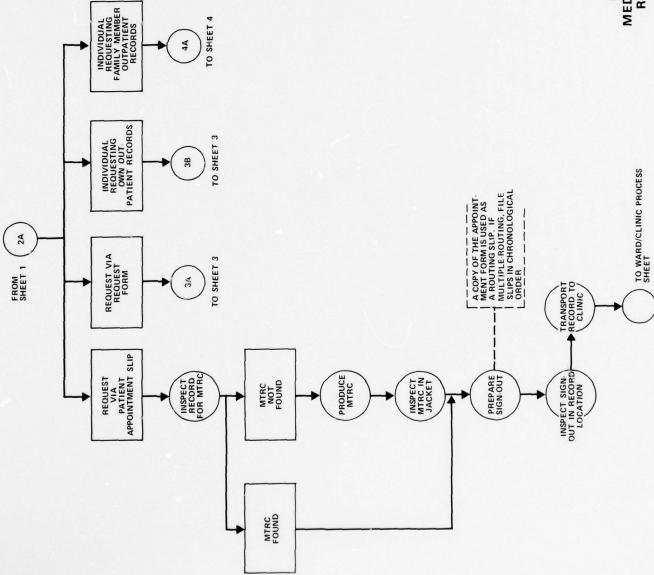


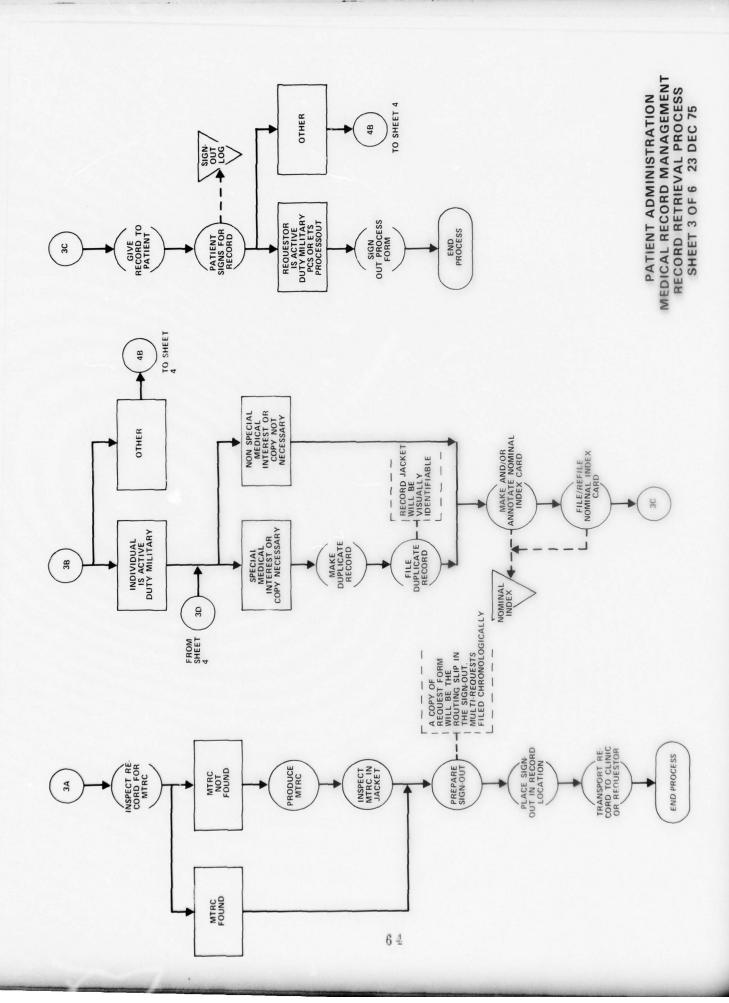


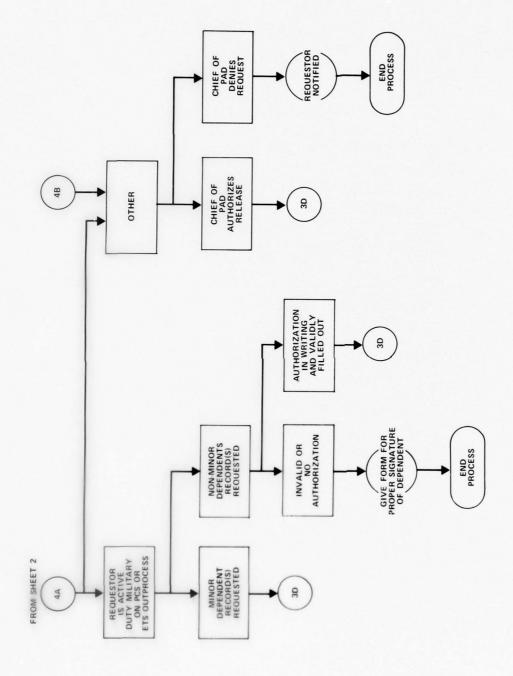
INPATIENT MEDICAL RECORD FINALIZATION



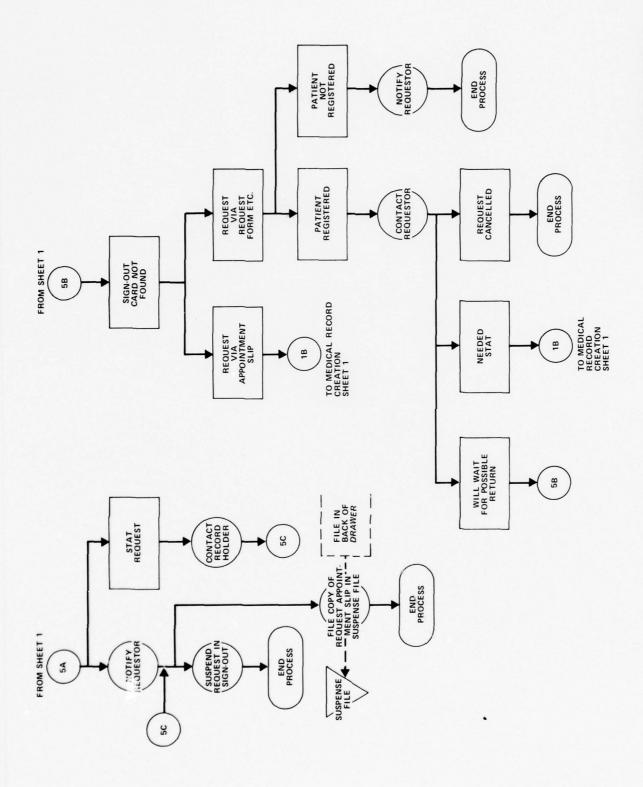
PATIENT ADMINISTRATION MEDICAL RECORD MANAGEMENT RECORD RETRIEVAL PROCESS SHEET 1 OF 6 23 DEC 75



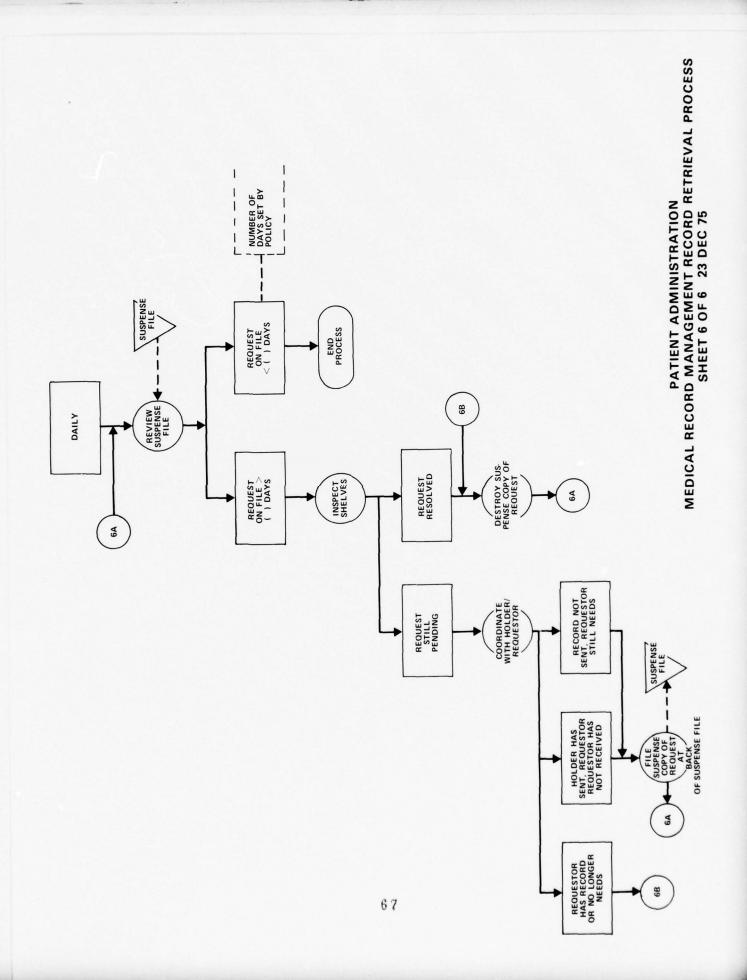


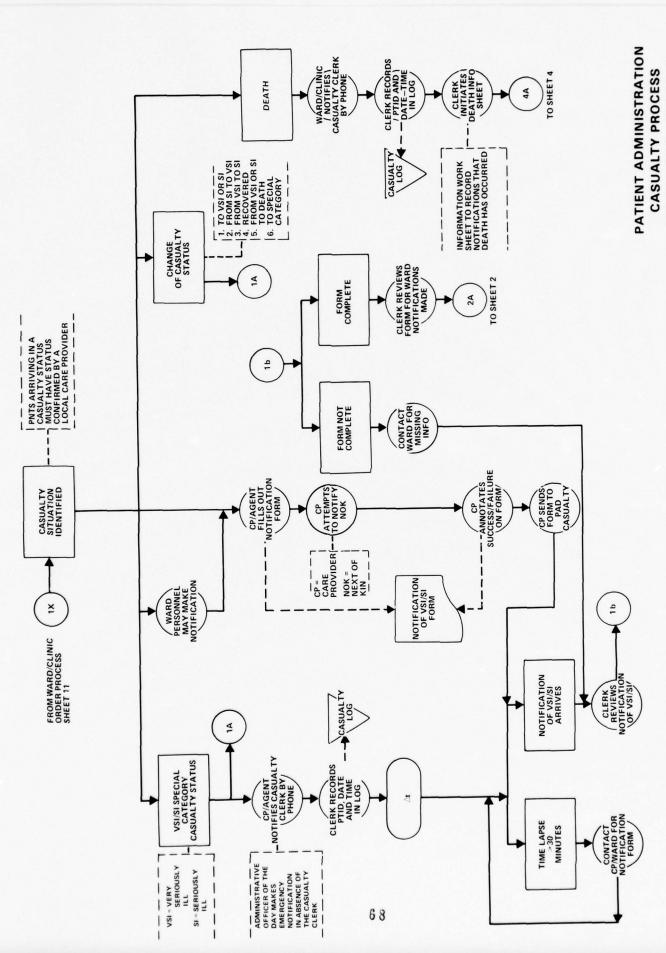


PATIENT ADMINISTRATION
MEDICAL RECORD MANAGEMENT
RECORD RETRIEVAL PROCESS
SHEET 4 OF 6 23 DEC 75

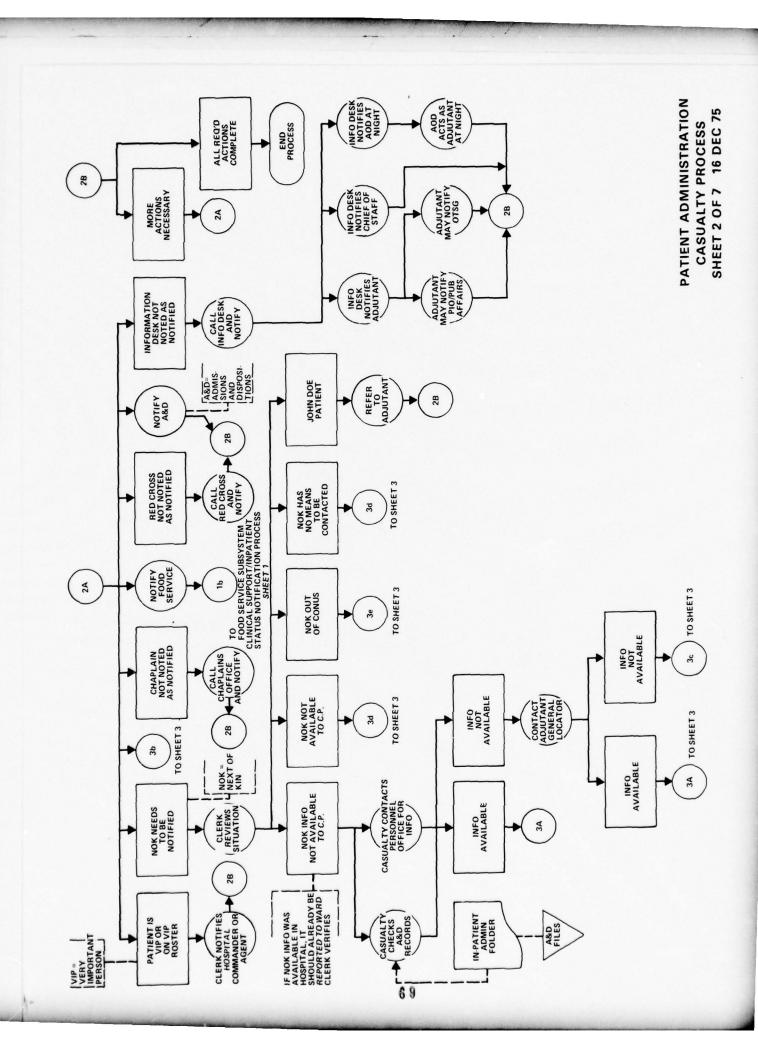


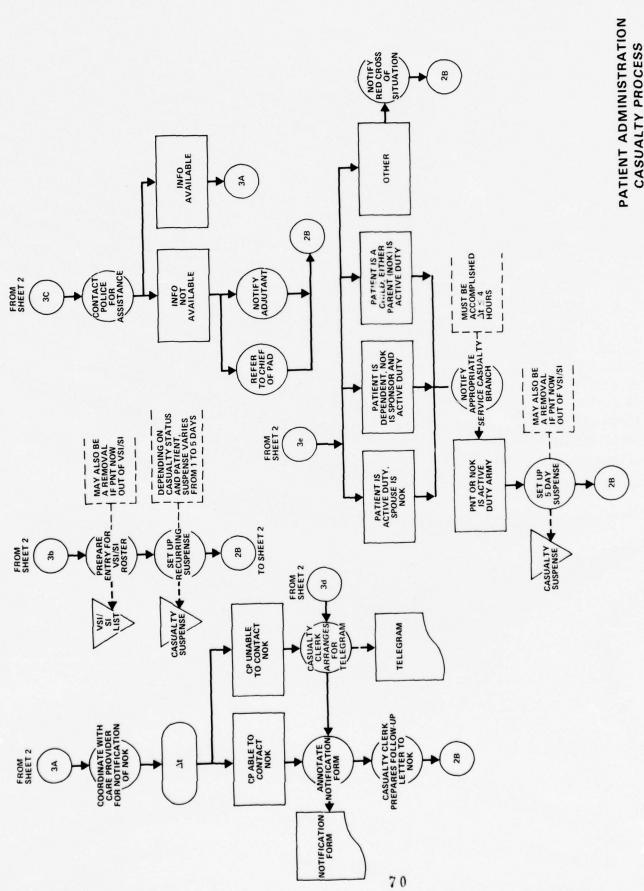
PATIENT ADMINISTRATION
MEDICAL RECORD MANAGEMENT
RECORD RETRIEVAL PROCESS
SHEET 5 OF 6 23 DEC 75



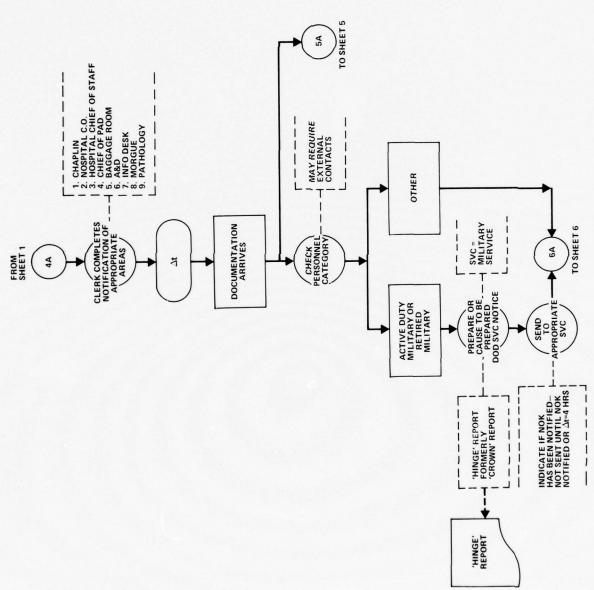


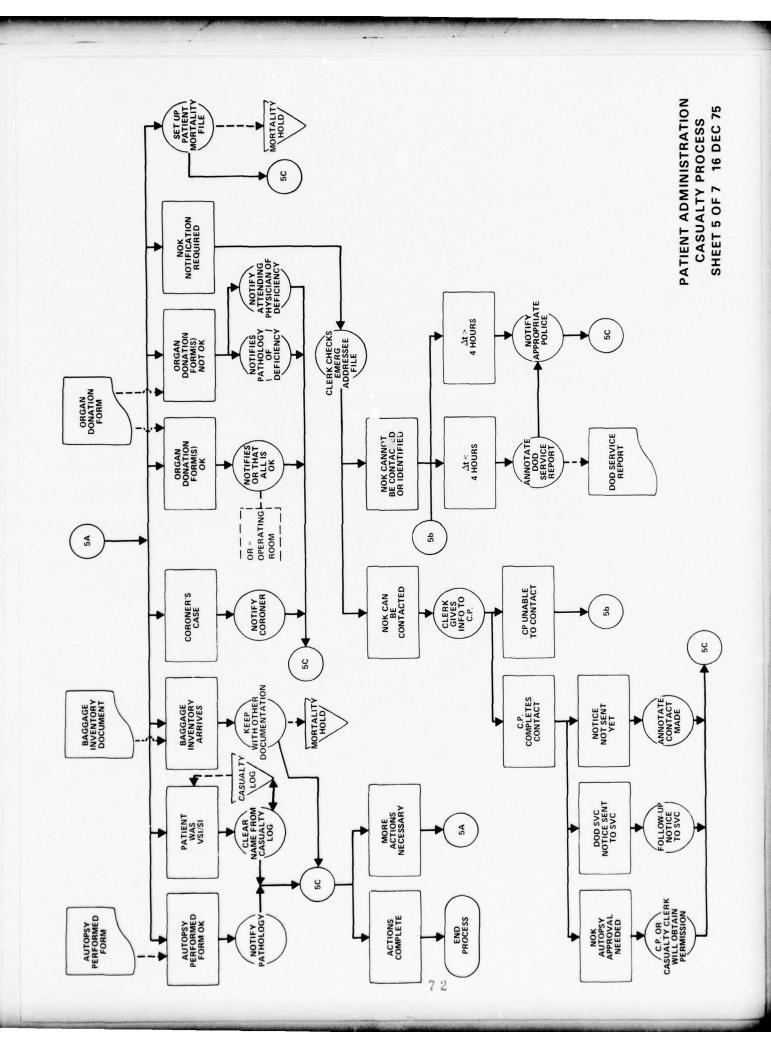
SHEET 1 OF 7 16 DEC 75

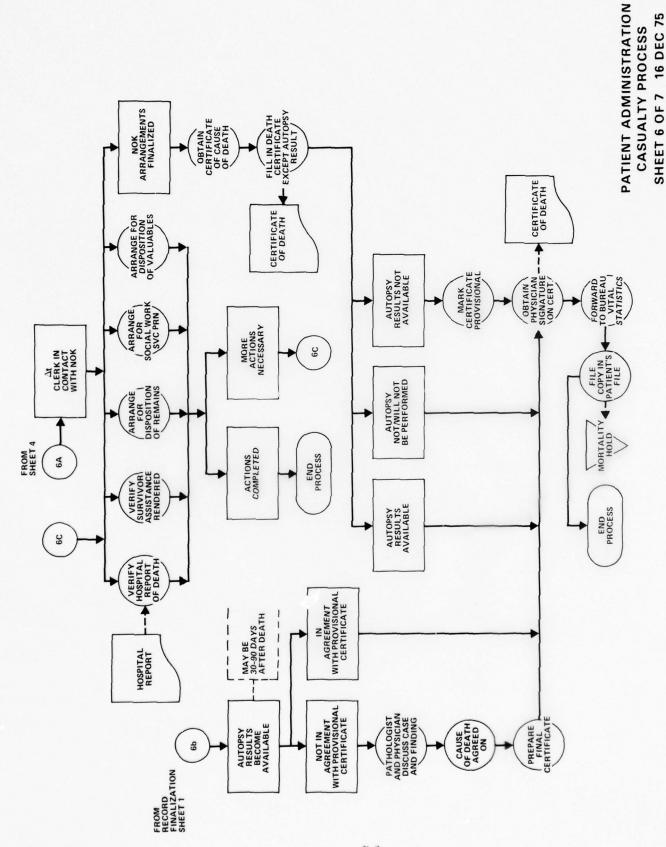


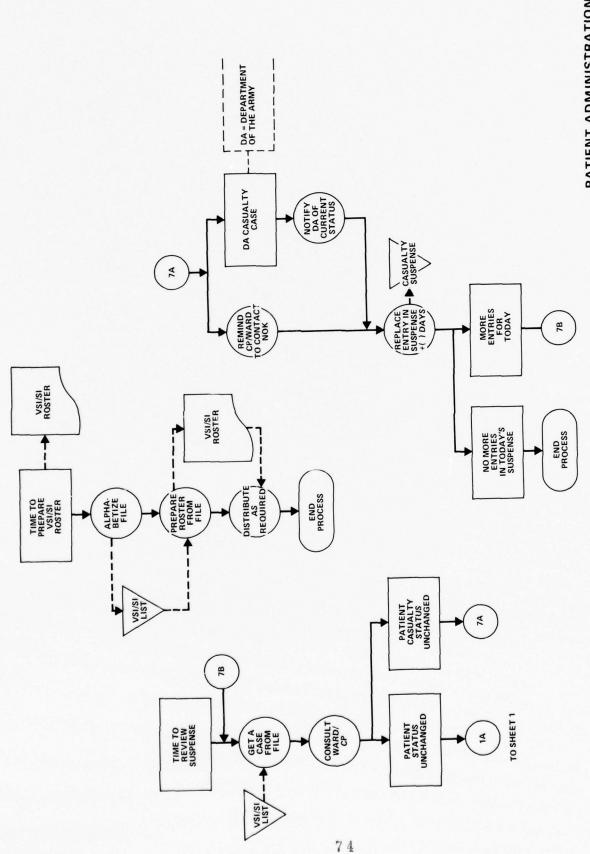


SHEET 3 OF 7 16 DEC 75 CASUALTY PROCESS



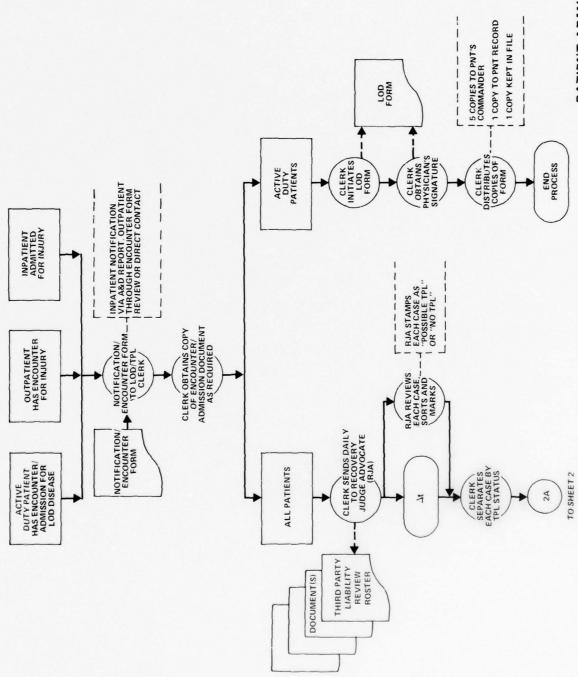




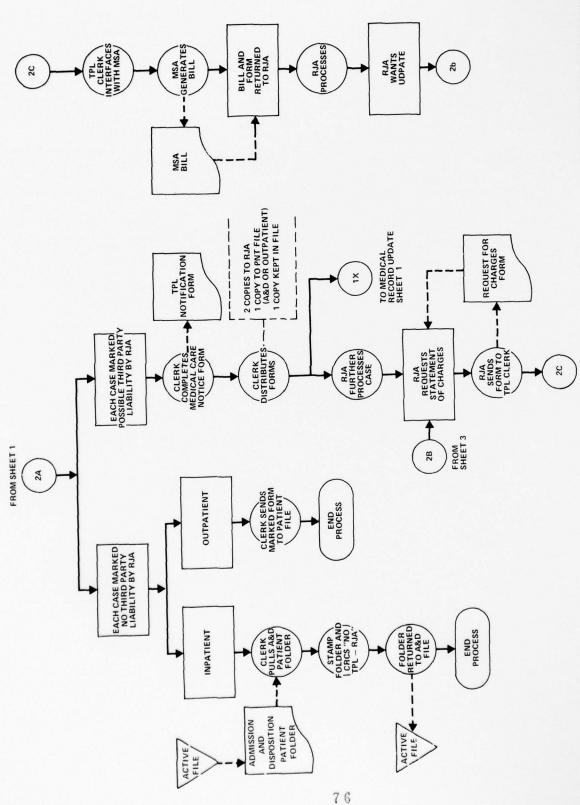


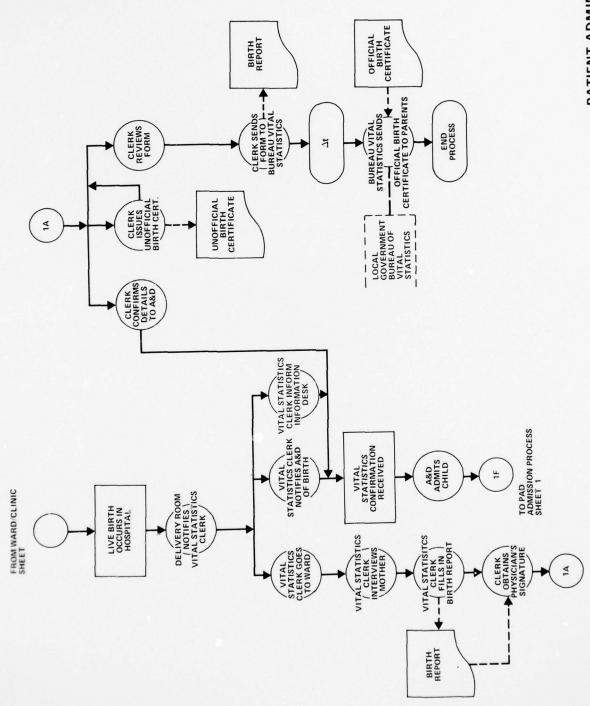
PATIENT ADMINISTRATION CASUALTY PROCESS SHEET 7 OF 7 16 DEC 75

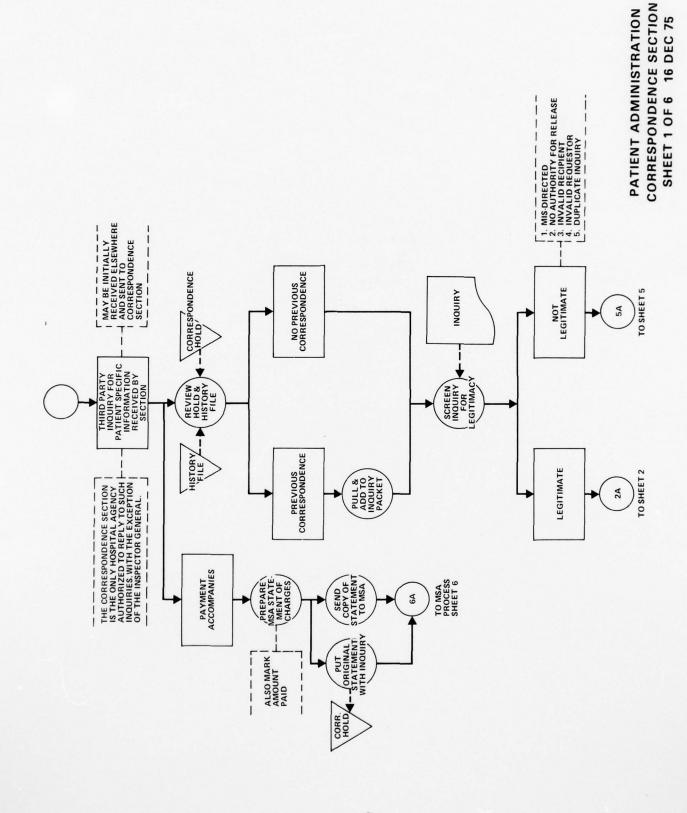
PATIENT ADMINSTRATION LINE OF DUTY/THIRD PARTY LIABILITY SHEET 1 OF 2 16 DEC 75

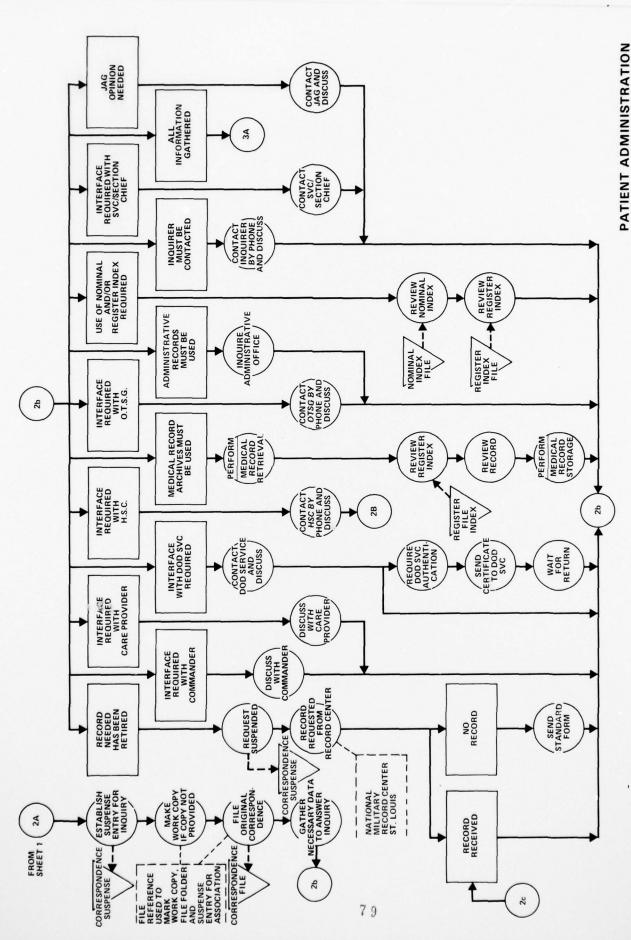


PATIENT ADMINISTRATION LINE OF DUTY/THIRD PARTY LIABILITY SHEET 2 OF 2 16 DEC 75

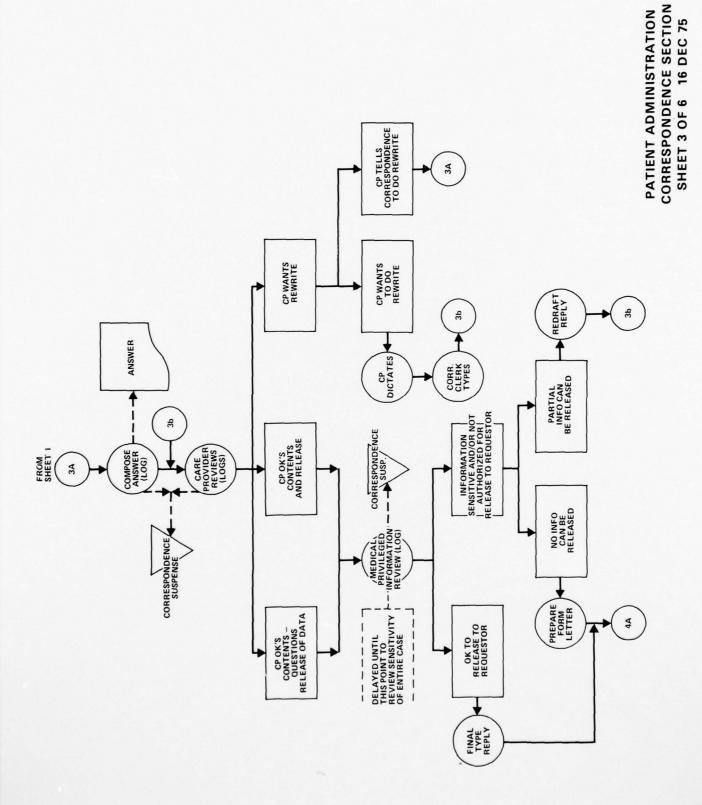


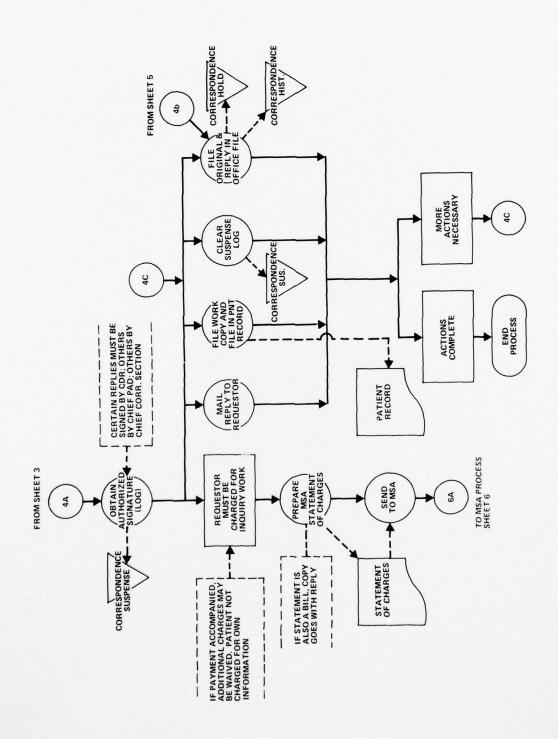


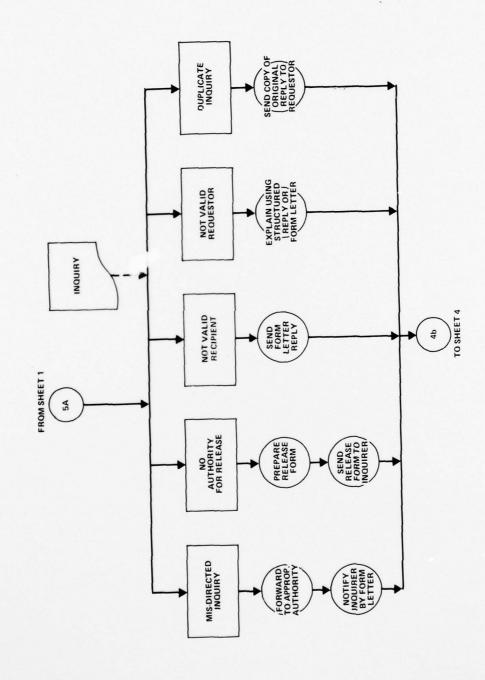


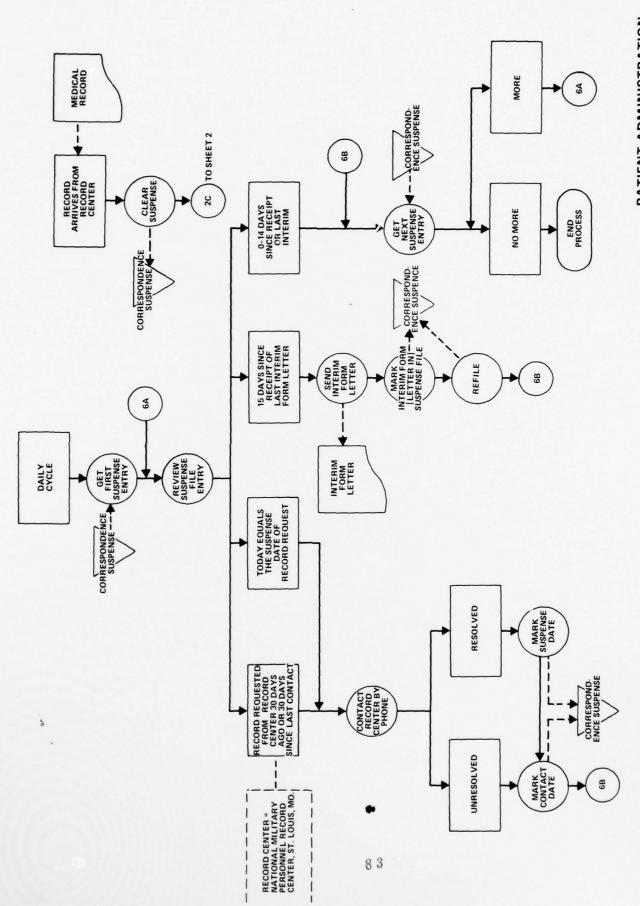


CORRESPONDENCE SECTION
SHEET 2 OF 6 16 DEC 75

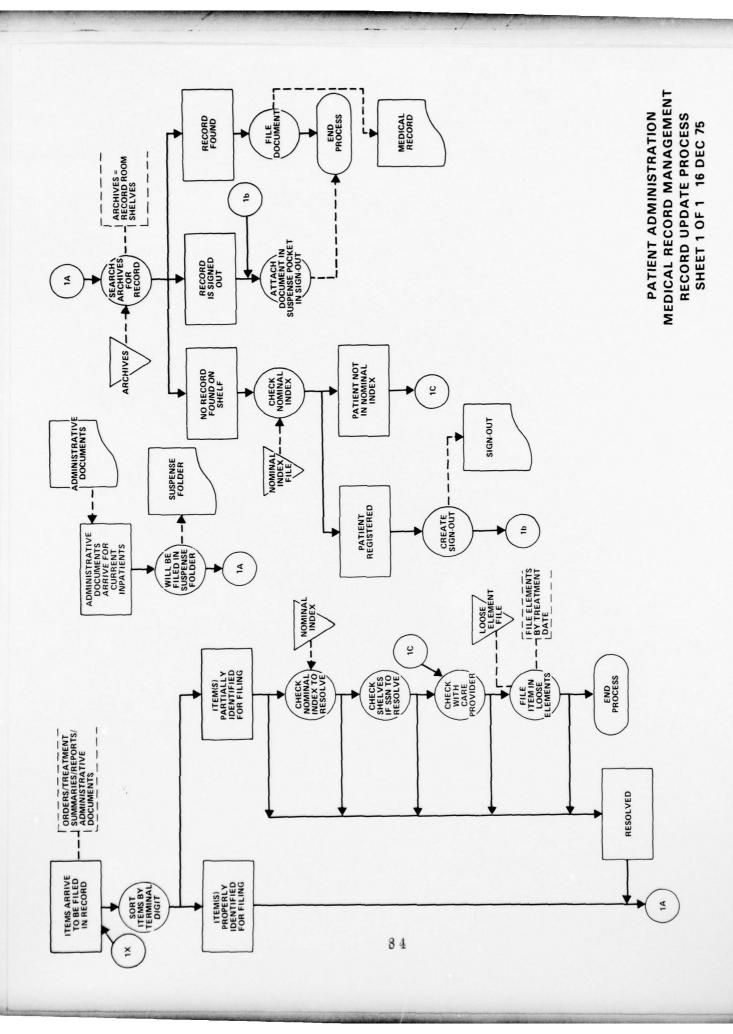


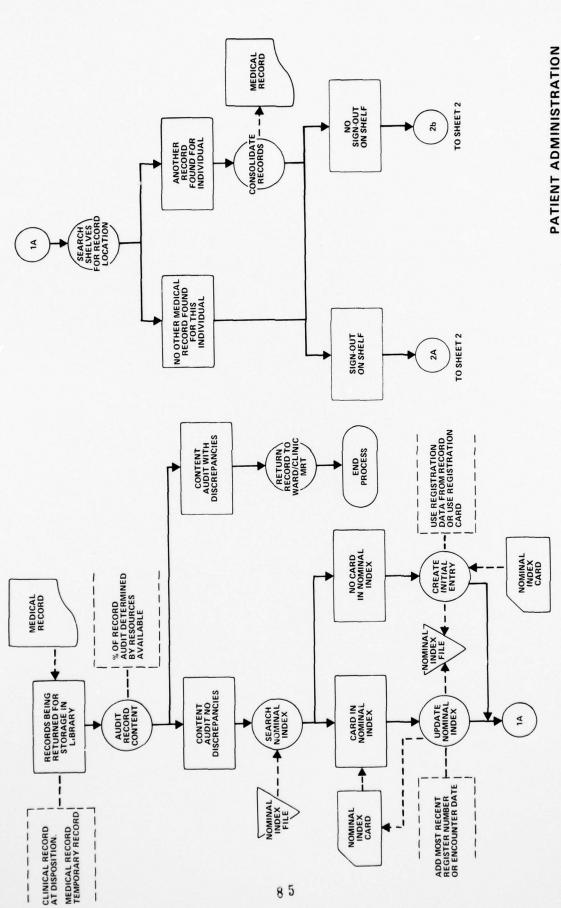




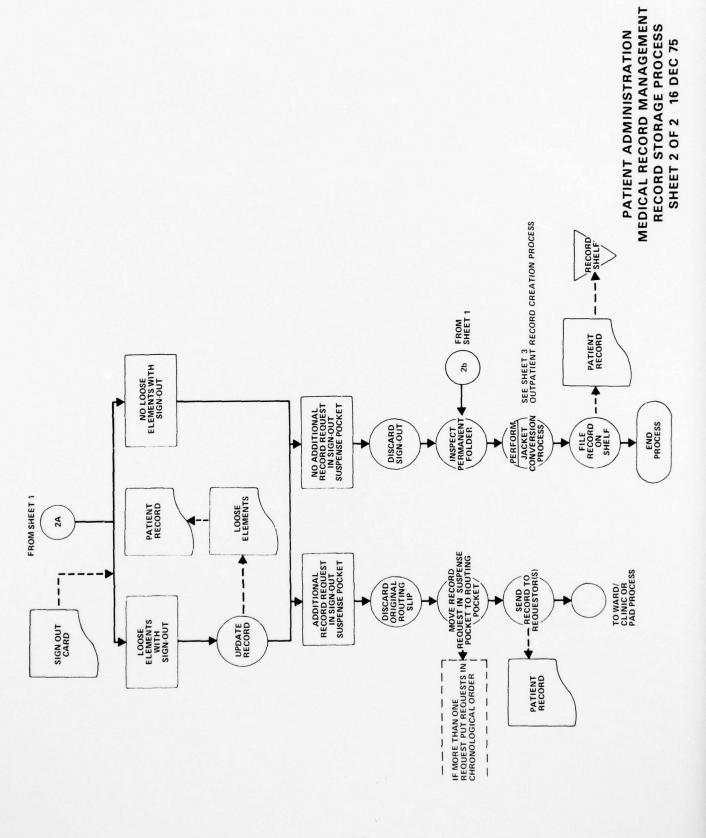


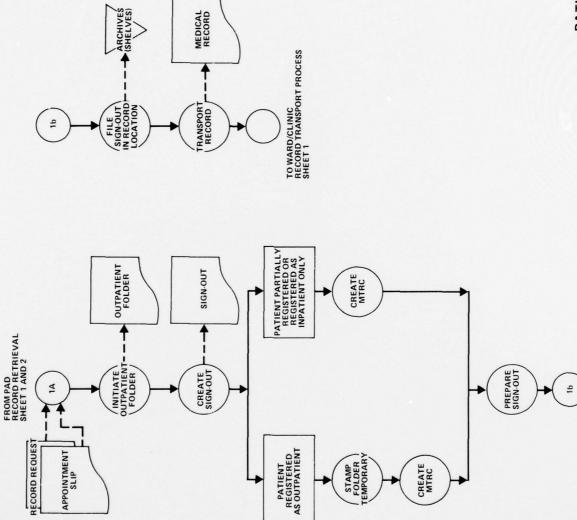
PATIENT ADMINISTRATION CORRESPONDENCE SECTION SHEET 6 OF 6 16 DEC 75

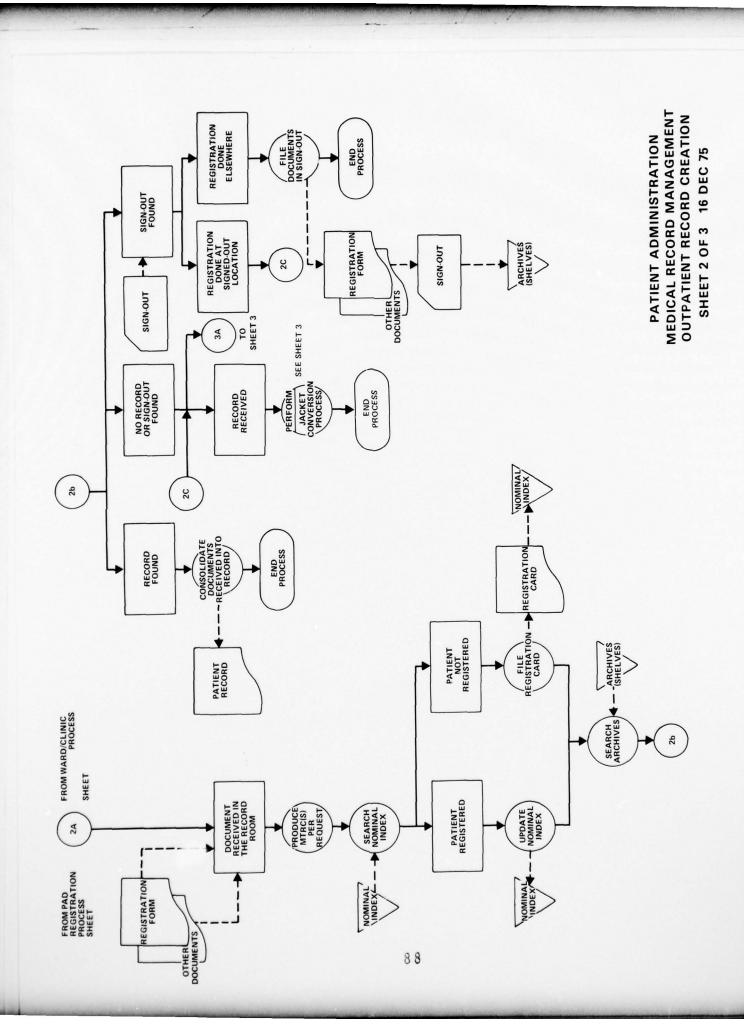


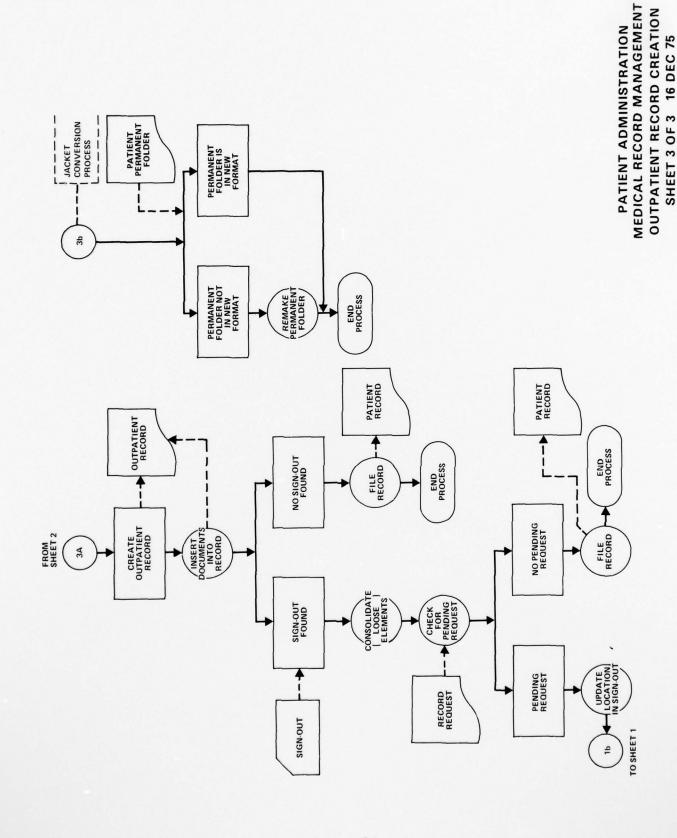


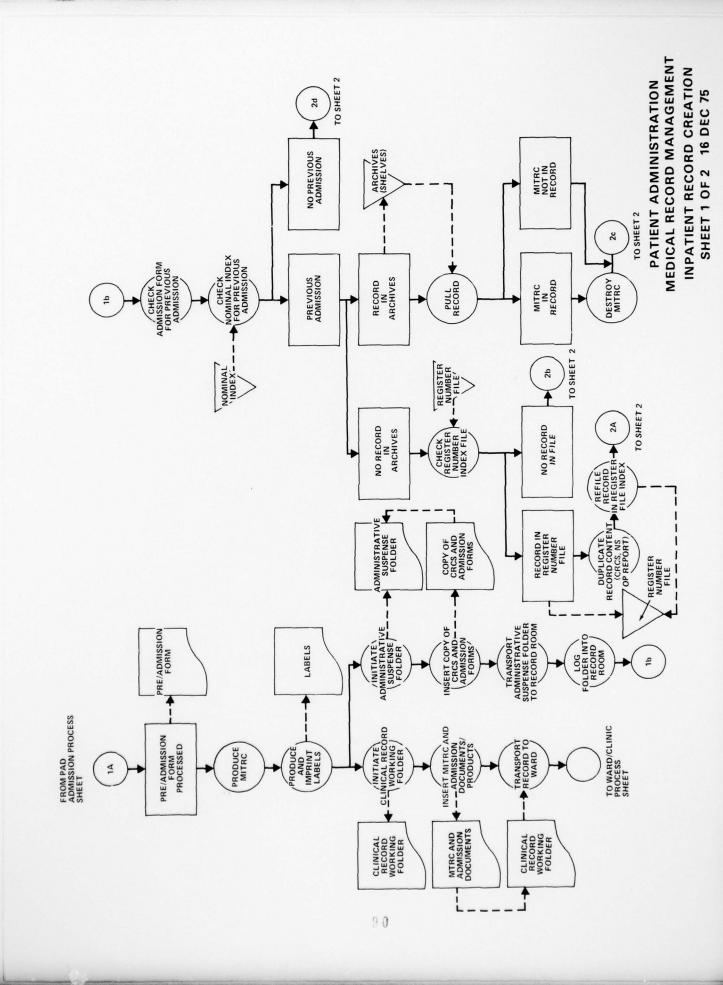
PATIENT ADMINISTRATION
MEDICAL RECORD MANAGEMENT
RECORD STORAGE PROCESS
SHEET 1 OF 2 16 DEC 75

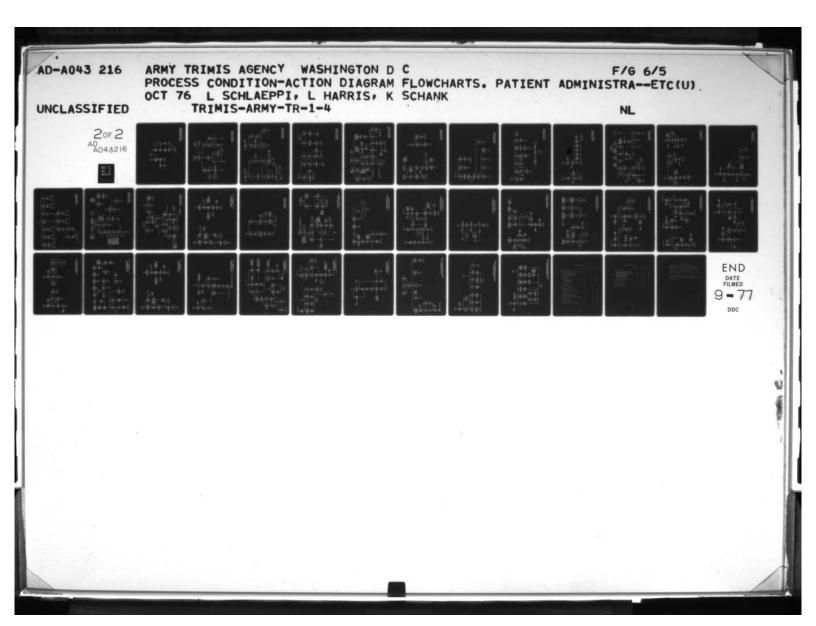


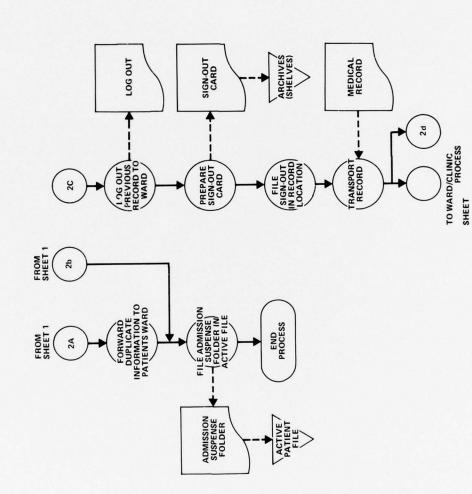


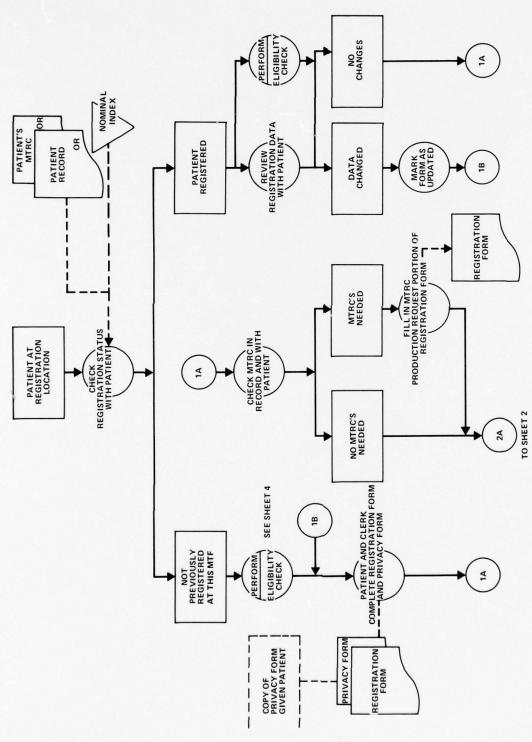


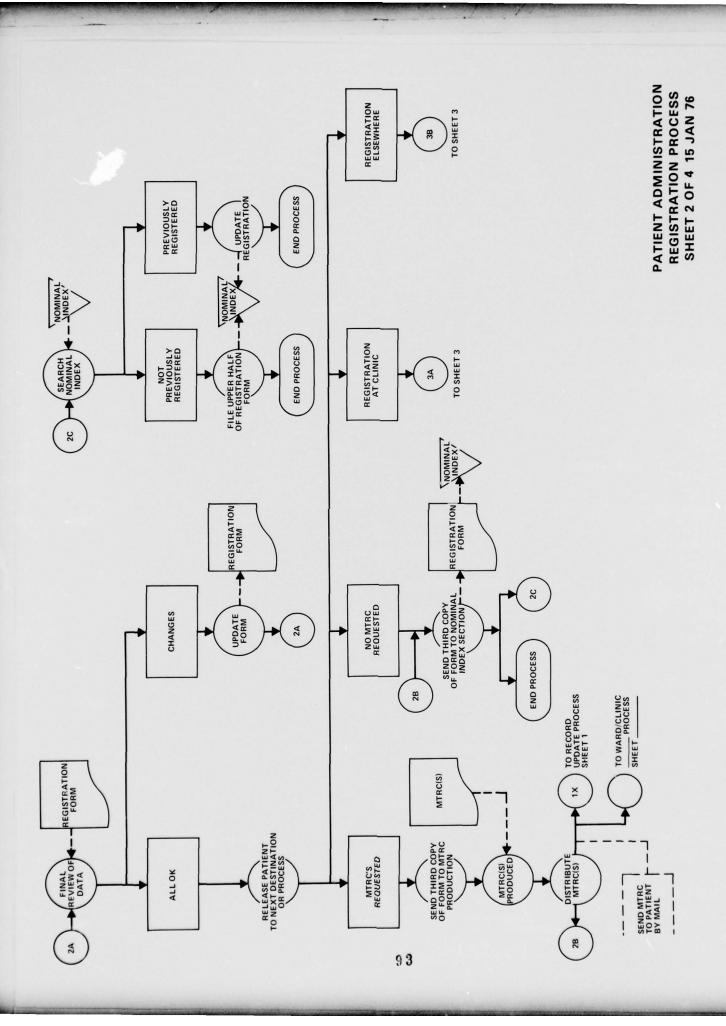






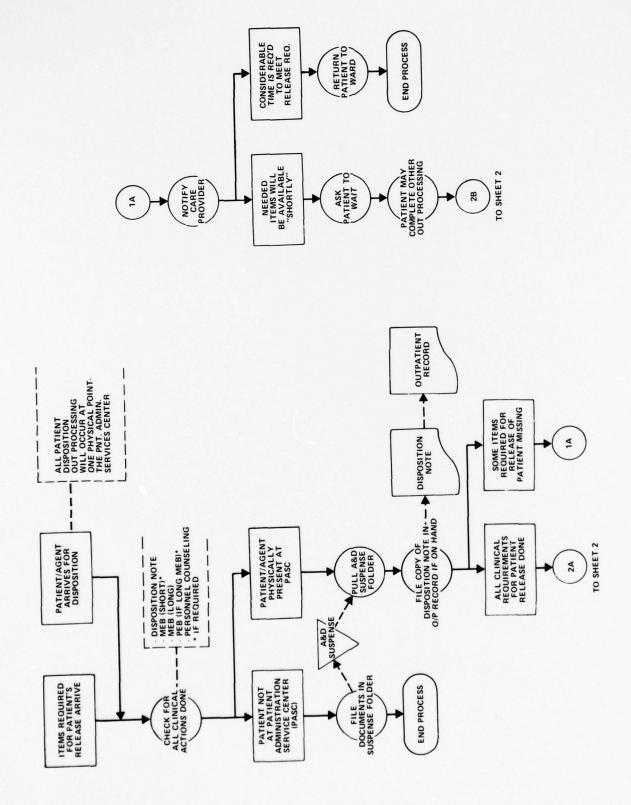


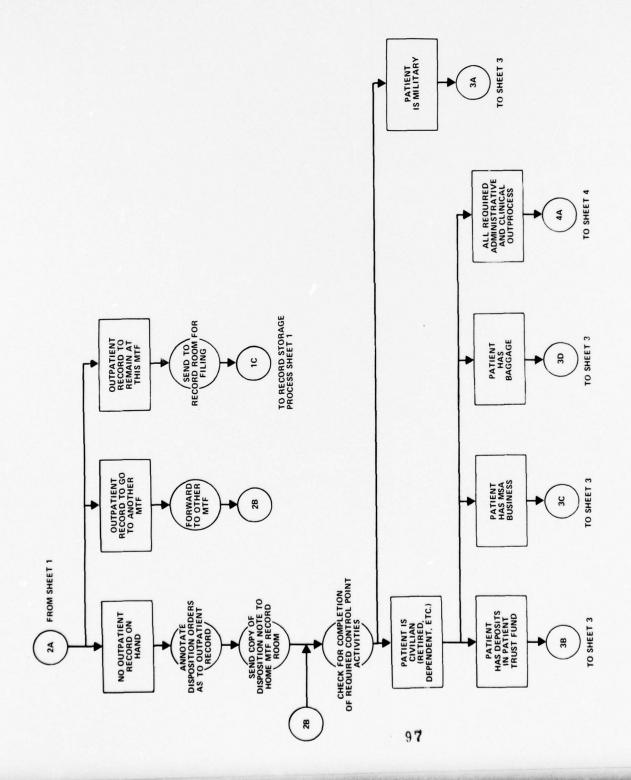


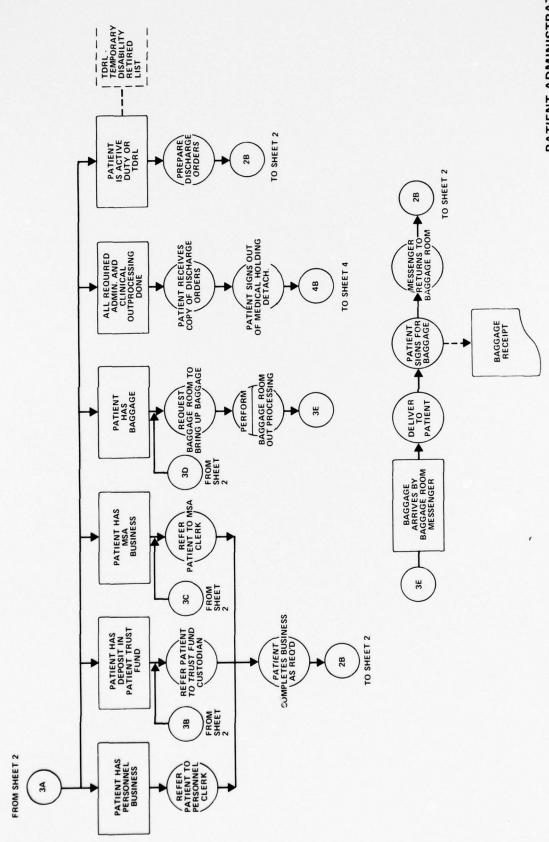


PATIENT ADMINISTRATION REGISTRATION PROCESS SHEET 3 OF 4 15 JAN 76

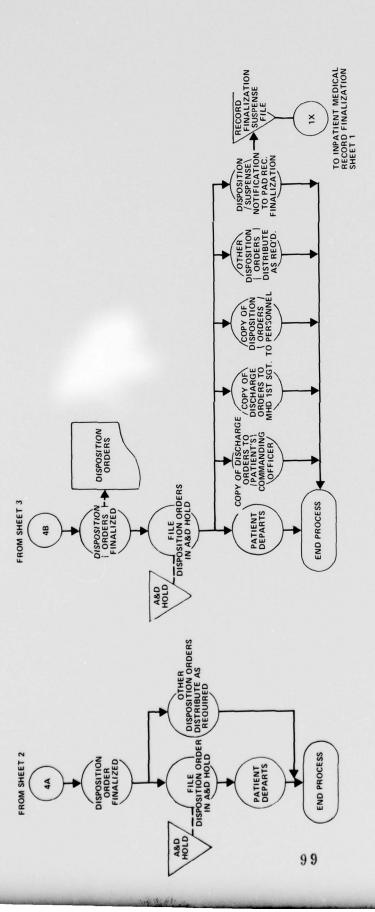
PATIENT ADMINISTRATION REGISTRATION PROCESS SHEET 4 OF 4 15 JAN 76



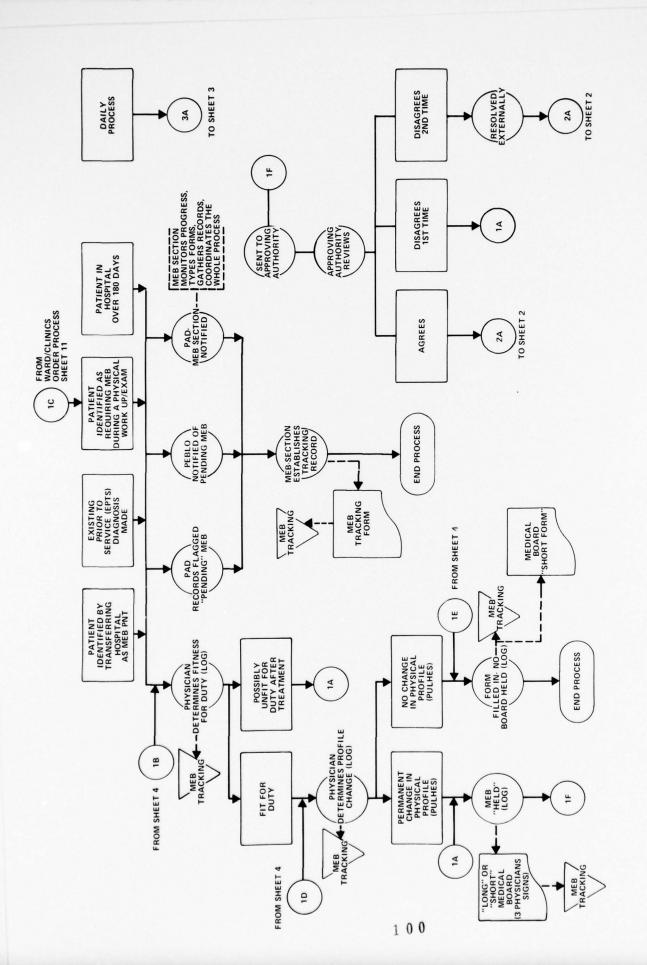




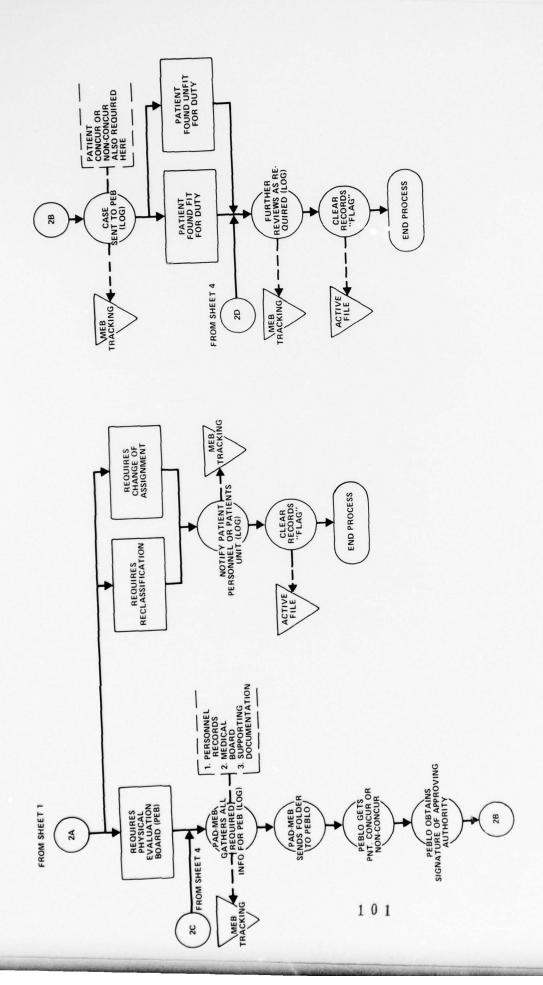
PATIENT ADMINISTRATION INPATIENT DISPOSITION SHEET 3 OF 4 12 JAN 76

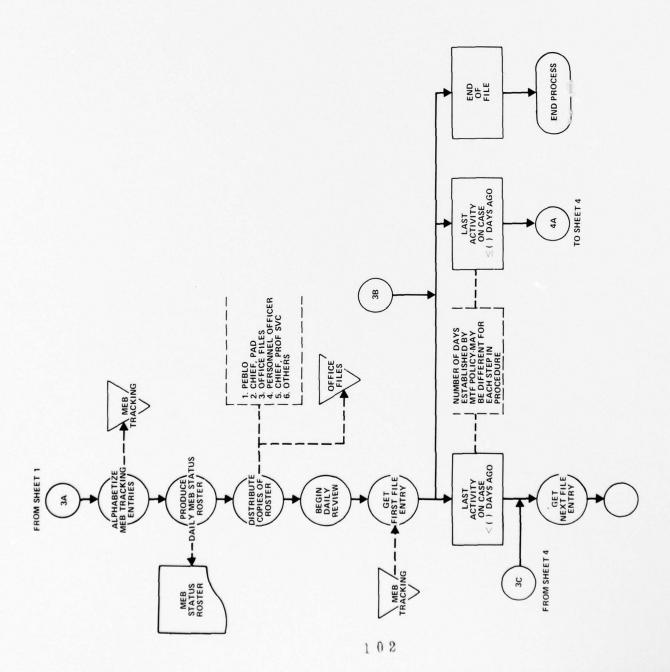


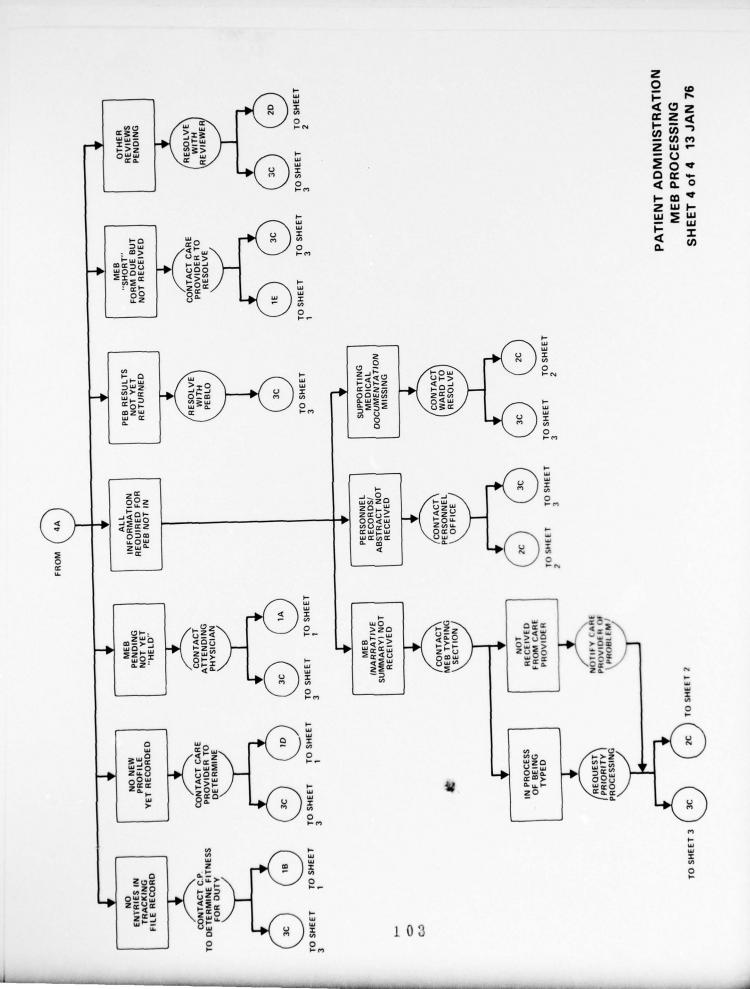
PATIENT ADMINISTRATION INPATIENT DISPOSITION SHEET 4 OF 4 12 JAN 76

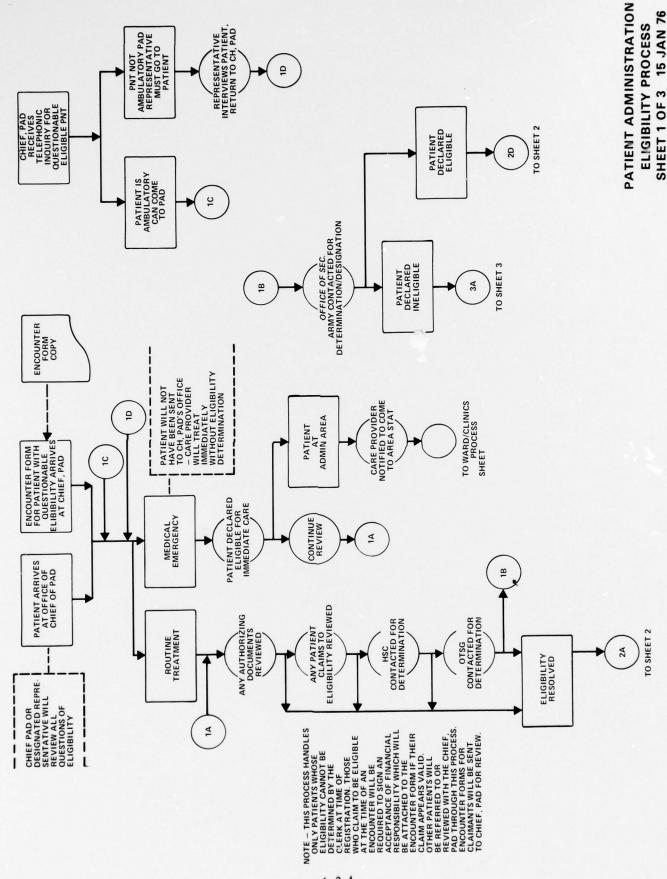


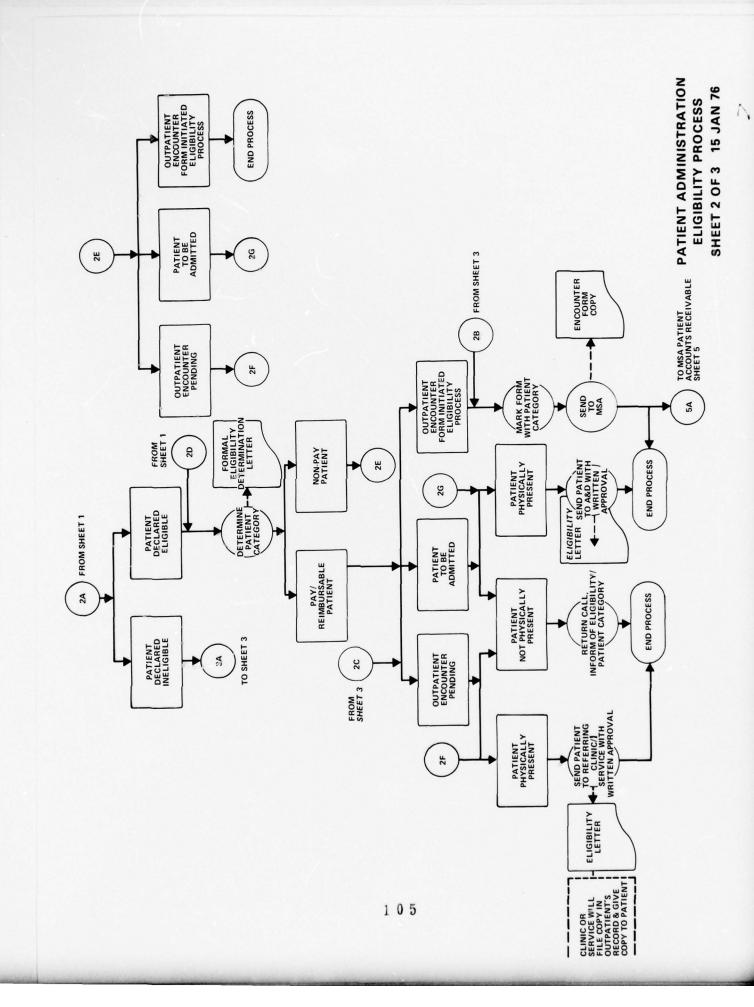
PATIENT ADMINISTRATION
MEB PROCESSING
SHEET 1 OF 4 13 JAN 76

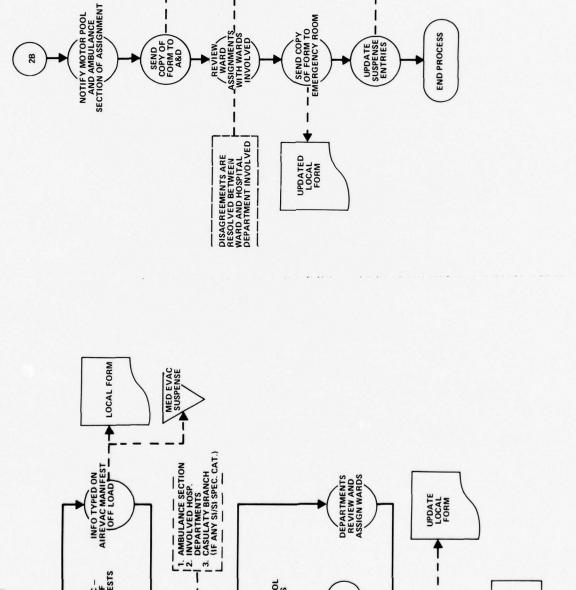












NOTIFY MOTOR POOL OF FLIGHT TIMES AND LOAD

MAKE AND DISTRIBUTE COPIES

NOTIFY AIREVAC – OUT SECTION OF OUTBOUND MANIFESTS

FROM SHEET 1

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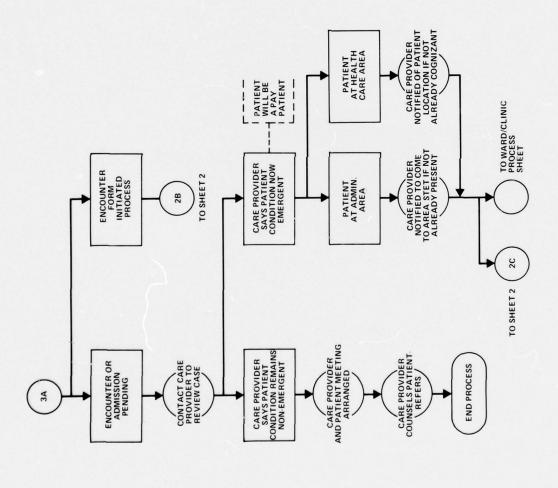
12 JAN 76

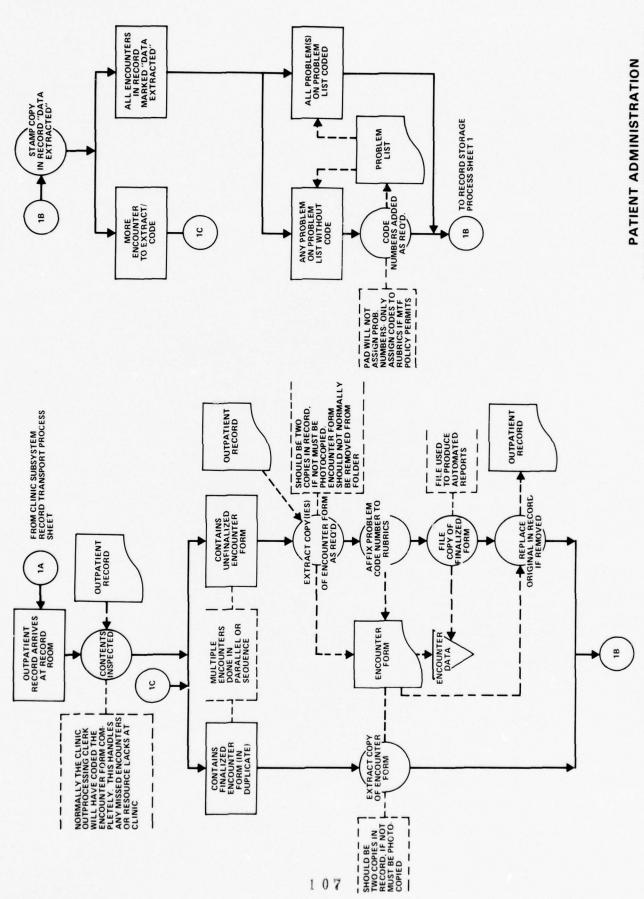
7

ALL DEPARTMENTS HAVE REPLIED

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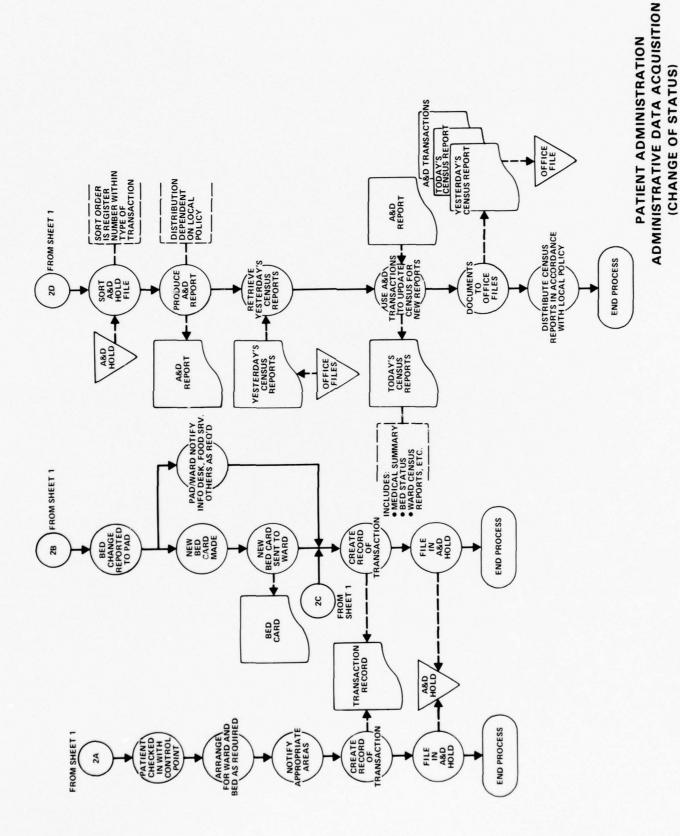
TRANSFER WARD ASSIGNEMENTS TO MASTER LIST



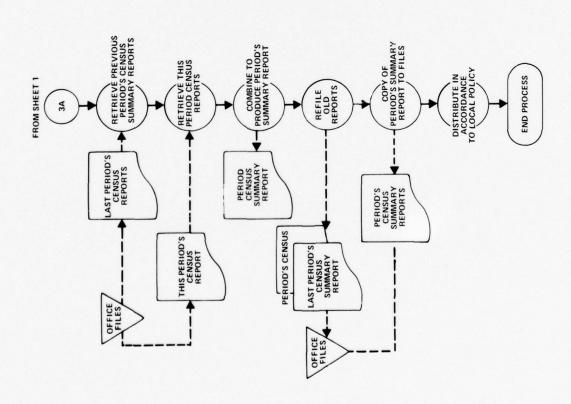


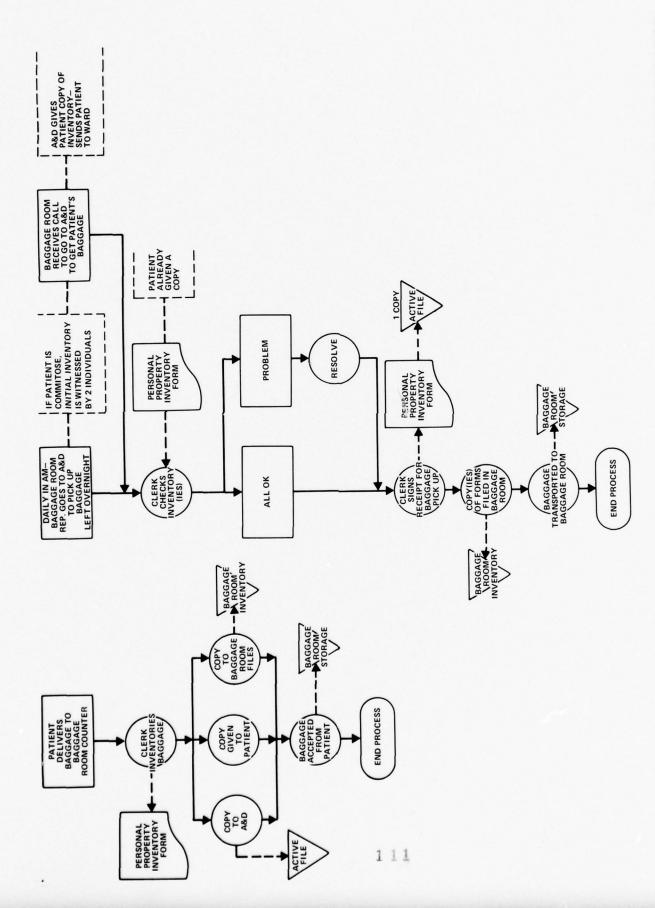
PATIENT ADMINISTRATION
OUT PATIENT RECORD FINALIZATION
SHEET 1 OF 1 15 JAN 76

PATIENT ADMINISTRATION
ADMINISTRATIVE DATA ACQUISITION
(CHANGE OF STATUS)
SHEET 1 OF 3 13 JAN 76

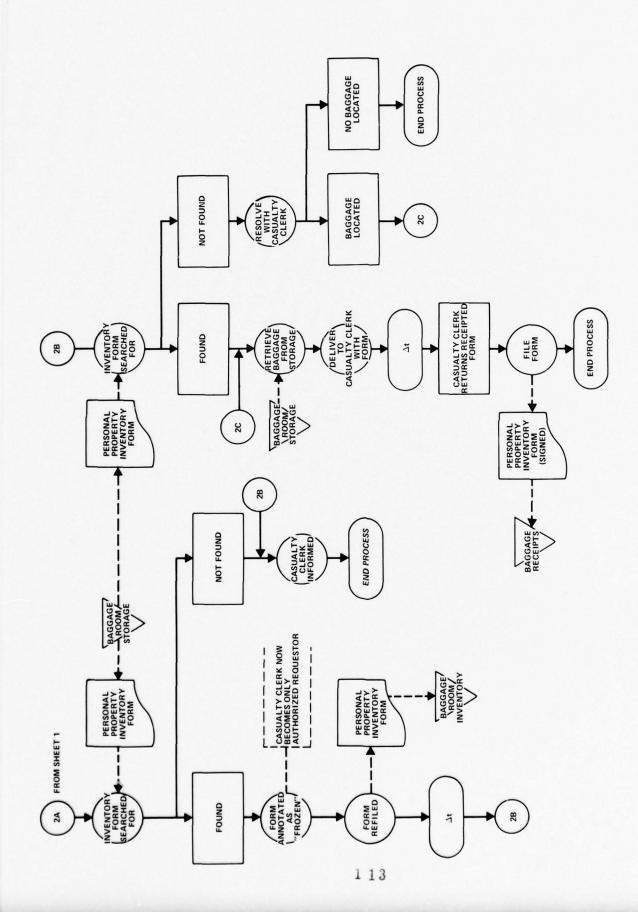


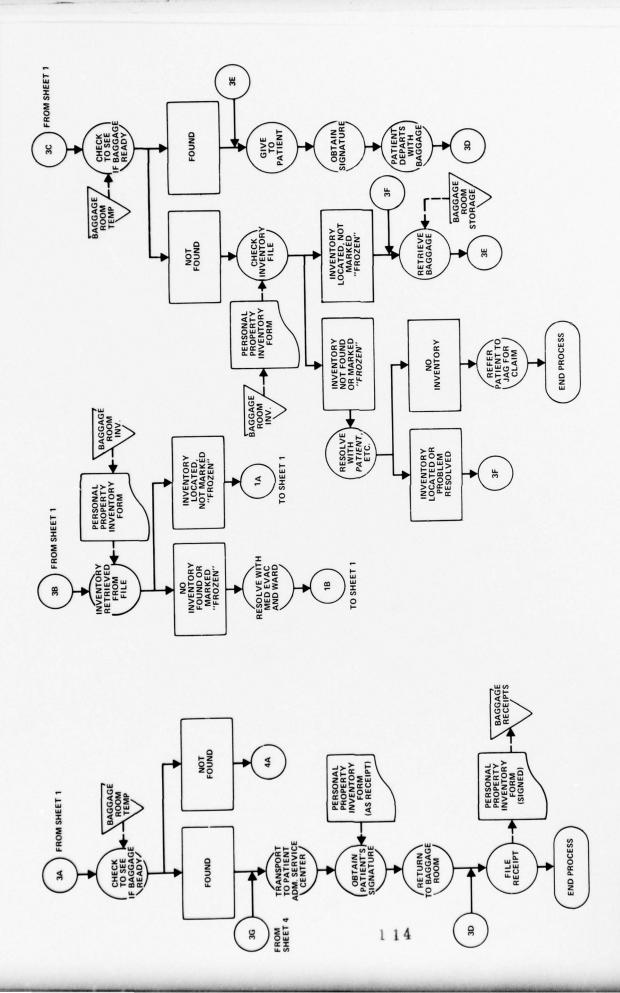
SHEET 2 OF 3 13 JAN 76





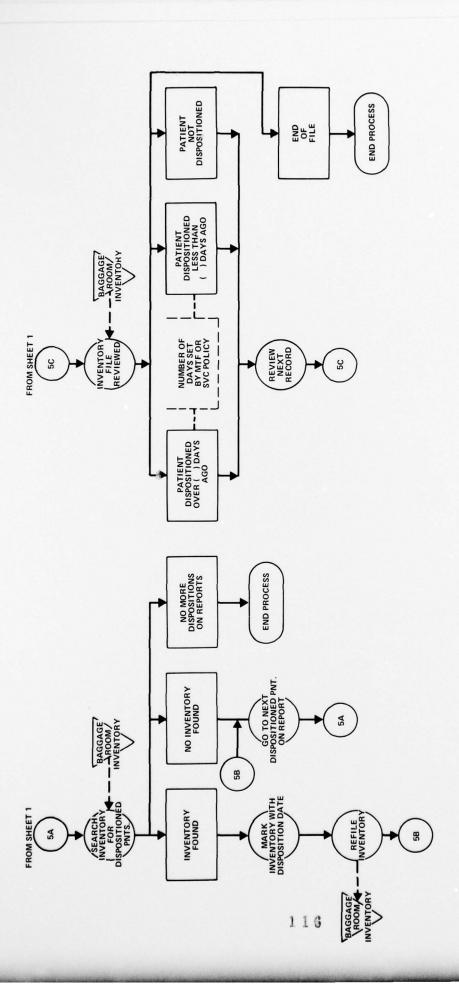
PATIENT ADMINISTRATION
BAGGAGE ROOM CHECKOUT PROCESS
SHEET 1 OF 5 15 JAN 76



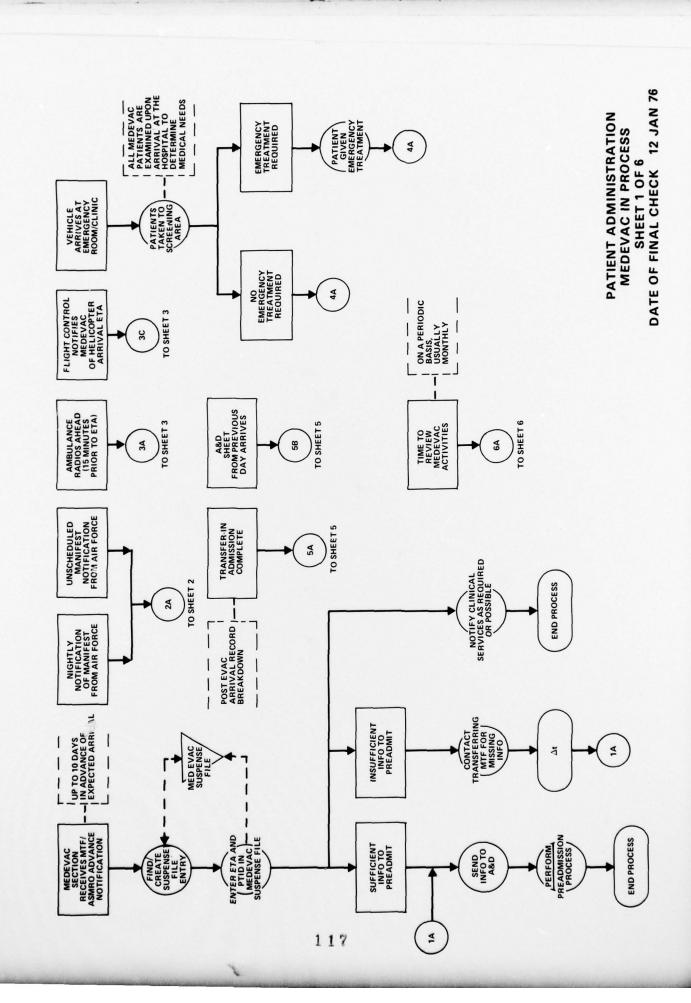


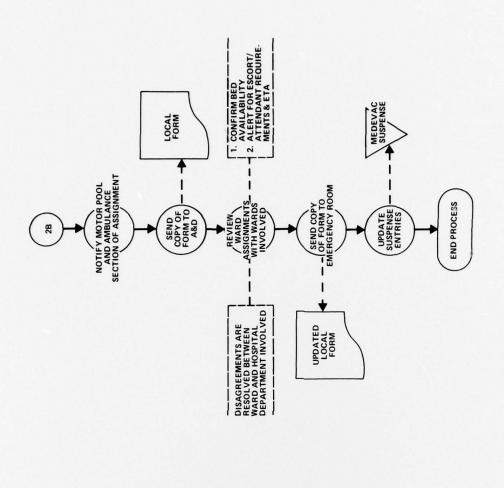
FROM SHEET 1

PATIENT ADMINISTRATION
BAGGAGE ROOM CHECKOUT PROCESS
SHEET 4 OF 5 14 JAN 76



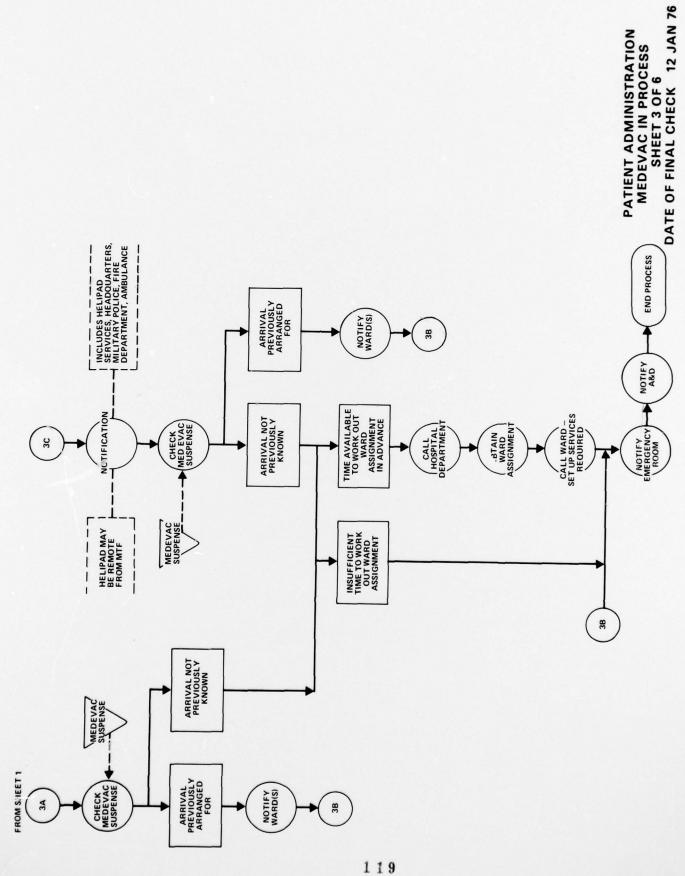
PATIENT ADMINISTRATION
BAGGAGE ROOM CHECKOUT PROCESS
SHEET 5 OF 5 14 JAN 76

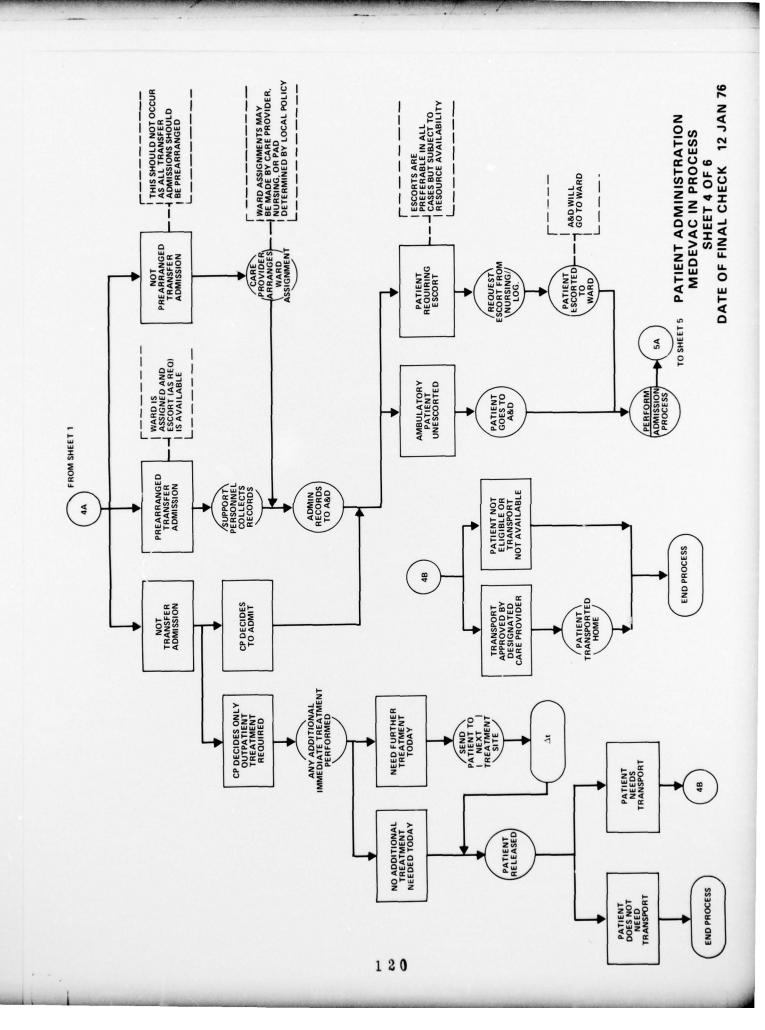


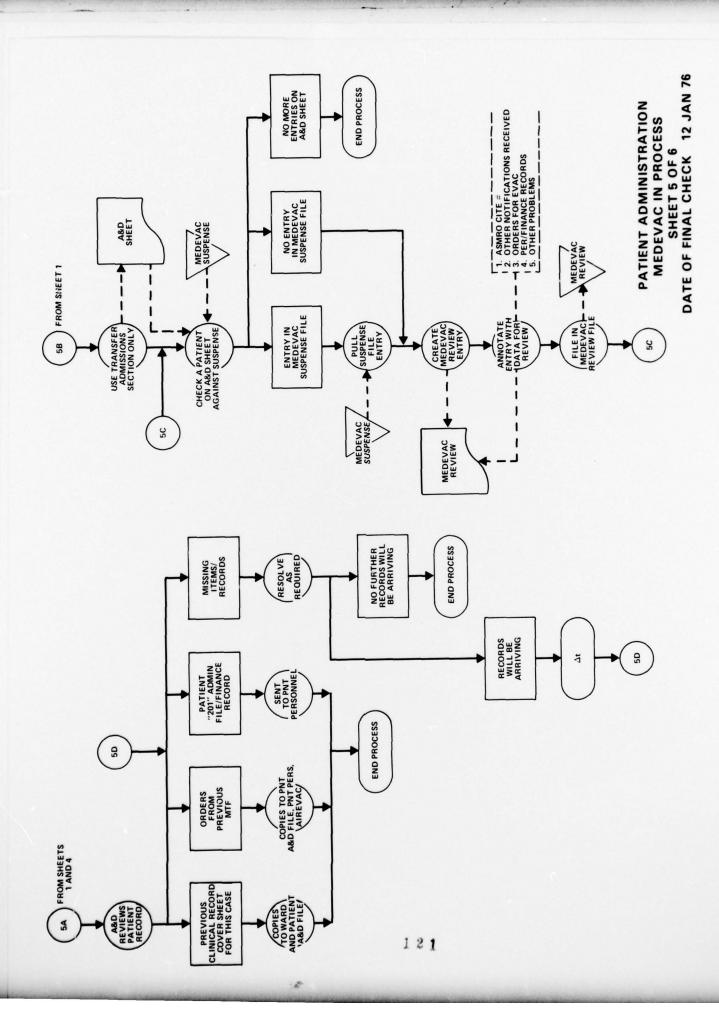


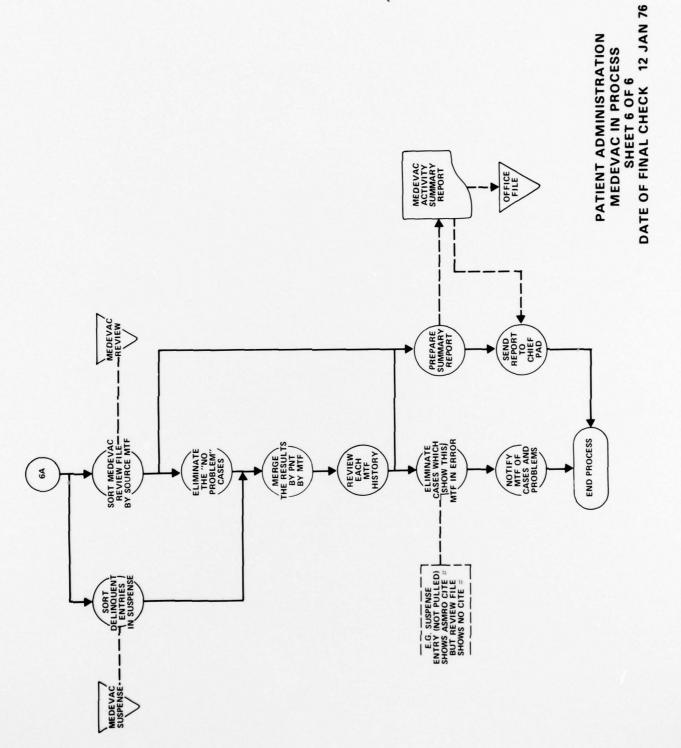


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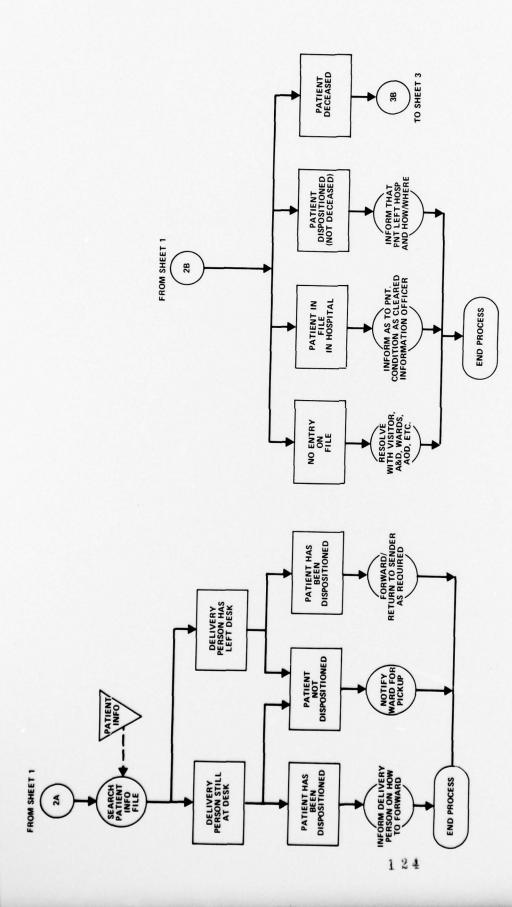


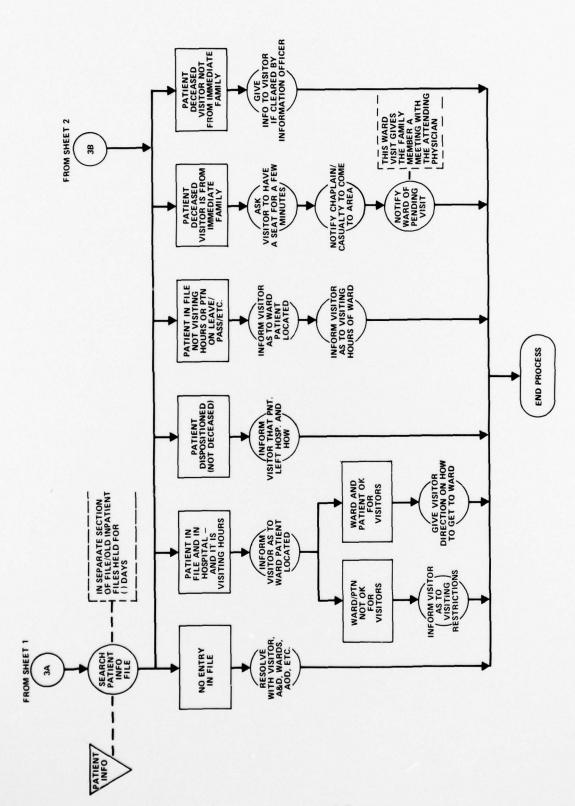






PATIENT ADMINISTRATION INFORMATION DESK PROCESS (INPATIENT) SHEET 1 OF 3 DATE OF FINAL CHECK 12 JAN 76





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 Integrated Health Care Delivery ADP System Functinal Description,
 4 October 1974. (The so-called "Yellow Book") Particularly of
 relevance to PAD are pages II 35, III 2 thru III 7, IV 4,
 IV 18 thru IV 20, IV -25 thru IV 27, and IV 38 thru IV 61.
- TRIMIS Technical Workbook. (The so-called "Blue Book.")
 Particularly of interest is section 9, Patient Administration, dated 9/19/75.